ADA084779

UNITED STATES AIR FORCE

OCCUPATIONAL SURVEY REPORT.

ADMINISTRATION AND STENOGRAPHIC

CAREER LADDERS,

AFS 702X0/A/B/C AND 702X1.

AFPT-90-702-389

APRIL 1980

OCCUPATIONAL ANALYSIS PROGRAM
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PREFACE

This report presents the results of a detailed Air Force Occupational Survey of the Administration (AFS 702X0) and Stenographic (AFS 702X1) career ladders. The project was undertaken at the request of HQ ATC and the Air Force Manpower and Personnel Center (AFMPC) and was directed by the USAF Program Technical Training, Volume II. Authority for conducting occupational surveys is contained in AFR 35-2. Computer outputs from which the report was produced are available for use by operating and training officials.

CMSgt Theodore R. Wilcox, Inventory Development Specialist, developed the survey instrument. Mr. J. S. Tartell and Mr. James B. Keeth analyzed the data and wrote the final report. This report has been reviewed and approved by Lieutenant Colonel Jimmy L. Mitchell, Chief, Airman Career Ladders Analysis Section, Occupational Survey Branch, USAF Occupational Measurement Center, Randolph AFB, Texas 78148.

Computer programs for analyzing the occupational data were designed by Dr. Raymond E. Christal, Manpower and Personnel Division, Air Force Human Resources Laboratory (AFHRL), and were written by the Computer Programming Branch, Technical Services Division, AFHRL.

Copies of this report are available to air staff sections, major commands, and other interested training and management personnel upon request to the USAF Occupational Measurement Center, attention to the Chief, Occupational Survey Branch (OMY), Randolph AFB, Texas, 78148.

This report has been reviewed and is approved.

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SUMMARY OF RESULTS

1. <u>Survey Coverage</u>: Inventory booklets were administered to Administration and Stenographic incumbents during the summer of 1979. Responses were received from 4,568 Administration incumbents (17 percent) and 34 Stenographic incumbents (79 percent). While minor sampling problems did exist in the Stenographic sample due to its small size, the overall sample was of sufficient size and representiveness to present a comprehensive picture of the two specialties.

2. <u>Specialty Structure</u>: The overall job structure of these two ladders was found to be extremely diverse, with 24 major job groups being identified. Jobs identified varied greatly, ranging from routine jobs, such as clerk typist, receptionist, keypunch operator, and word processing specialists, to forms and publications distribution and maintenance to more specialized jobs, such as mailroom and postal functions, protocol, courier, base suggestion program monitors, and orderly room operations. Stenographic personnel did not group together as a defined job group but were scattered across many different job groups.

3. <u>Shredout Comparisons</u>: The separation of the Administration career ladder into three shreds has produced a more orderly job structure than was found prior to 1977. However, some overlap was still found across shreds. Several functions, primarily in the areas of publications and forms distribution, special orders, and documentation storage, were being handled by fairly high percentages of both A- and B-shred personnel. In addition, B-shred personnel tended to overlap somewhat with functions handled predominately by A- or C-shredout personnel.

4. <u>Career Ladder Documents</u>: Both the AFR 39-1 Specialty Descriptions and the new tentative STSs for the A- and B-shredouts were found to be excellent descriptions of the job functions performed by personnel in each of the shredouts. Only minor modifications were suggested. Current training documents for each of the shreds were well supported by the survey data.

5. <u>Job Satisfaction</u>: Despite the diversity of jobs within the career ladder, the majority of personnel across all shreds found their jobs interesting and appeared to be reasonably satisfied with the sense of accomplishment gained from work performed. There are some small, limited jobs, however, where morale may be a problem.

6. <u>Physical Exertion</u>: A majority of Administration personnel were not involved in substantial lifting activities. Only 30 percent of 702X0A incumbents reported lifting mailbags and other containers, which was the highest degree of lifting found for any of the three shreds.

7. <u>Implications</u>: While the Administration career ladder was found to encompass a diverse number of jobs, considerable progress has been made in delineation of job responsibilities within the career ladder. The creation of three shreds in 1977 has given better structure within the ladder, although there still remains some overlap of functions across shreds. While possible classification actions are discussed in this report, it may be realistic to wait a few years before taking any action in order to allow the three-shredout configuration to further stabilize.

OCCUPATIONAL SURVEY REPORT
ADMINISTRATION AND STENOGRAPHIC CAREER LADDERS
(AFSCs 702X0/A/B/C AND 702X1)

INTRODUCTION

This is a report of an occupational survey of the Administration (AFS 702X0) and Stenographic (AFS 702X1) career ladders completed by the USAF Occupational Measurement Center in March 1980. While a previous survey of the Administration career ladder was published in July 1972, this is the initial occupational survey of the Stenographic career ladder.

Background-AFS 702X0

As outlined in the 1977 AFR 39-1 Specialty Descriptions, Administration Specialists are primarily responsible for the "application, management, and control of programs, policies, methods, and procedures concerning publications, forms, office systems, documentation, and administrative communications, unit mail, personnel administration, training, legal assistance," as well as providing "receptionist, referral, coordination, and office management services."

Historically, the Administration career ladder has always encompassed a broad area of job functions having a wide variety of responsibilities. Since its inception in 1951, there have been a number of major and minor classification changes aimed at better managing and controlling the career ladder resources. From 1951 to 1956, 70230 and 70250 personnel were called Clerks. This title was changed several times over the years - to Administrative Clerks in 1956, Administrative Specialists in 1961, and finally to its present title of Administration Specialists in 1970. In 1968, Postal functions were merged into the ladder. At various times in the early years of its existence, various shreds were utilized, notably an "A" shredout for Publications, Documentation, and Administrative Communications Management functions from 1970-73.

The last major classification change occurred in 1977 when the career ladder was transitioned to the present three-shredout configuration:

    702X0A - Administration Management
    702X0B - Staff Support Administration
    702X0C - Unit/Orderly Room Administration

This change was based partially on the results of the 1972 occupational survey of the ladder and had been extensively staffed by the Air Staff DA and AFMPC Classification personnel. At the same time, Postal functions, which were added to the ladder in 1968, were transferred to SDI 99604, and flight records functions were transferred to the Operations Systems Management (AFS 271X2) career ladder. In April of 1978, housing and billeting tasks being performed by 702X0B personnel were transferred to the Services career ladder (AFS 611X0).

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Members of the Administration career ladder attend a basic technical training course at Keesler AFB MS. All shreds are Category A skills requiring training of virtually all personnel entering the career ladder. The length of training for each shred is approximately six weeks. Each shred course is organized and operated separately from each other. Airmen attending all three shredout courses must meet a typing requirement of 25 GWPM before graduation. In addition to meeting this requirement, airmen attending the A-shredout course receive instruction on publications management; publications and forms distribution; documentation and administrative orders; and locator, distribution, and administrative communications management. Airmen attending the B-shredout course receive instruction on publications and forms management, distribution, and documentation; the preparation of awards, decorations, APRs and OERs, administrative orders, and modern office systems; and the preparation of standard publications and administrative communications. C-shredout personnel receive instruction on reproduction and duplicating services, unit mail room, forms management, unit personnel management roster (UPMR), personnel actions, airmen assignments, the airman retraining program, reassignment actions, casualty reporting, selective reenlistment program, IG complaints, and unit administrative actions, such as disciplinary actions, discharges, leave, meal cards, duty rosters, locator files, medical and dental rosters, and reliability programs.

Background-AFS 702X1

Stenographic specialists are responsible for taking and transcribing dictation, composing and preparing administrative communications, and maintaining files. Unlike the 702X0 ladder, the Stenographic ladder has remained fairly stable over the years. The only major classification changes that have occurred involved AFSC designation changes from 702X1 to 702X2 in March 1954, to 704X0 in December 1957, and to its present 702X1 designation in April 1977.

In recent years, the number of personnel assigned to the Stenographic career ladder has dwindled to the point where only 92 authorizations remain Air Force wide, with only 43 of these 92 authorizations currently being filled. As a result of the low number of authorizations and some overlap in tasks with the Administration career ladder, classification officials at AFMPC plan to transfer stenographic personnel into the 702X0 ladder effective 30 April 1980.

Since 1976, the Air Force has not had a training resource for the Stenographic career ladder. Prior to that time, Air Force personnel were utilizing the Army stenographic school at Ft. Benjamin Harrison IN.

Objectives

The current study of the Administration career ladder was requested by HQ ATC/TTQ for the purpose of examining the effectiveness of the three-shredout configuration on personnel utilization and overall management of career ladder resources. A survey of both the Administration and Stenographic career ladders was requested by the classification branch at AFMPC (MPCRPQ) in order to examine task overlap between the two ladders.

In addition, classification managers were interested in looking at specific issues related to administration personnel, such as lifting requirements, rotation of A-shredout personnel, and job attitudes within the shredouts.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory AFPT 90-702-389. As a starting point, the tasks listed in the 1972 Administration inventory were reviewed for currency. Pertinent career ladder publications and directives were then reviewed for additional administration tasks and for constructing an initial list of stenographic tasks. From this process, new tentative task lists were developed. Both task lists were then carefully reviewed by 47 subject matter specialists at Keesler, Randolph, Lackland, Bergstrom, Dyess, and Wright-Patterson Air Force Bases and the Pentagon for completeness and accuracy. Once both task lists were determined to be valid and complete, they were combined into a single task list containing 548 tasks grouped under 18 duty headings.

Survey Administration

During the period June through August 1979, consolidated base personnel offices in operational units worldwide administered the inventory to job incumbents holding a DAFSC of 702X0, 702X1, 70299, or a CEM Code of 70200. These job incumbents were selected from AFMPC personnel data tapes available through the Air Force Human Resources Laboratory (AFHRL).

Each individual who completed a job inventory first completed an identification and biographical information section and then checked each task performed in his or her current job. After checking all tasks performed, each member then rated each of these tasks on a nine-point scale showing relative time spent on that task as compared to all other tasks checked. The ratings ranged from one (very small amount time spent) through five (about average time spent) to nine (very large amount time spent).

To determine relative time spent for each task checked by a respondent, an incumbent's ratings are assumed to account for 100 percent of his or her time spent on the job and are summed. Each task is then divided by the total task ratings and multiplied by 100. This procedure provides a basis for comparing tasks in terms of both percent members performing and average percent time spent.

Task Factor Administration

In addition to completing a job inventory, selected senior personnel from each specialty (702X0, 702X1) were also asked to complete a second booklet for either task difficulty or training emphasis. The task difficulty and training emphasis rating booklets are processed separately from the job inventories. These ratings are used in a number of different analyses discussed in more detail within the report.

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Task Difficulty. Each individual completing a task difficulty booklet was asked to rate all of the tasks on a nine-point scale from extremely low to extremely high as to the relative difficulty of that task. Difficulty was defined as the length of time it requires an average member to learn to do that task. Task difficulty data were independently solicited from experienced 7- or 9-skill level personnel stationed worldwide in each specialty. The interrater reliability (as assessed through components of variance of standard group means) for the 84 raters who returned task difficulty booklets was .96, which reflects very high agreement. Ratings were adjusted so that tasks of average difficulty have ratings of 5.00. The resulting data is essentially a rank ordering of tasks indicating a degree of difficulty for each task in the inventory.

Job Difficulty. After computing the task difficulty index for each task item, it was then possible to compute a Job Difficulty Index (JDI) for the job groups identified in the survey analysis. This index provides a relative measure of which jobs, when compared to other jobs identified, are more or less difficult. An equation using the number of tasks performed and the average difficulty per unit time spent as variables is the basis for the JDI index. The index ranges from one for very easy jobs to 25 for very difficult jobs. The indices are adjusted so that the average job difficulty index is 13.00. Thus, the more time a group spends on difficult tasks and the more tasks they perform, the higher will be their job difficulty index.

Training Emphasis. Senior NCOs completing training emphasis booklets were asked to rate all of the tasks on a ten-point scale from no training required to extremely heavy training. Training emphasis is a rating of tasks indicating where emphasis should be placed on structured training for first term personnel. Structured training is defined as training provided by resident technical schools, Field Training Detachments (FTD), Mobile Training Teams (MTT), formal OJT, or any other organized training method. Training emphasis data were independently solicited from experienced 7- or 9-skill level personnel stationed worldwide in each specialty. The interrater reliability for these raters was high (.90 for the 702X0A, 702X0B, and 702X0C AFSCs), indicating that there was good agreement among raters as to which tasks required some form of structured training and which did not. Tasks rated by the 34 raters in the Administration Management shred (702X0A) had an average training emphasis rating of 1.9 and standard deviation of 2.9. Tasks rated by the 48 Staff Support Administration raters (702X0B) had an average training emphasis rating of 1.4 and a standard deviation of 2.6. The 43 Unit/Orderly Room Administration (702X0C) raters provided an average training emphasis rating of 1.1 and a standard deviation of 2.4. The somewhat low means (average ratings) and larger standard deviations indicate a wide variance in ratings by all respondents.

When used in conjunction with other factors, such as percent members performing, the task difficulty and training emphasis ratings can provide insights into training requirements. This may help validate the lengthening or shortening of specific units of instruction in various training programs.

Survey Sample

Personnel are selected to participate in an occupational survey so as to ensure a balanced representation across all MAJCOM and paygrade groups. In this study, in view of the large number of incumbents assigned to the Administration career ladder (approximately 26,000), it was necessary to sample a smaller number. Thus, a stratified random sample of approximately 20 percent of 702X0 incumbents were selected to complete a job inventory booklet. Since the number of 702X1 personnel totalled only about 43 people, 100 percent of these members were asked to complete a booklet. Additionally, 70299 and CEM Code 70200 personnel were sampled to gain an insight into the high level supervision and senior enlisted management of the career ladders.

Table 1 displays the distribution of the survey sample by major command. Table 1 indicates that the 702X0 A-, B-, and C-shred subsamples were generally representative with only minor deviations between the percentages assigned and the percentages comprising the survey sample. On the other hand, Table 1 indicates the 702X1 survey sample was not as complete as might be desired. The absence of stenographic personnel from PACAF and some other agencies detracts from the overall representativeness of the 702X1 sample. While the 702X1 sample is not entirely complete, it is large enough to permit analysis of the collected 702X1 survey data.

Table 2 displays the distribution of the survey sample by paygrade groups. The data in Table 2 pertaining to 702X0 personnel reflect a slight underrepresentation at the airman (E1-E3) level and modest overrepresentation of sergeants (E4). Other grades appear to be well sampled. Overall, the 702X0 sample is sufficiently representative to provide an accurate picture of jobs in the specialty. Table 2 also indicates the 702X1 paygrade distribution of the survey sample is a generally accurate representation of the 702X1 population. However, minor sampling deviations do exist in 702X1 paygrades E4 and E6.

In summary, while minor sampling problems do exist in specific areas, the present survey sample is of sufficient size and accuracy to present a comprehensive picture of the two specialties.

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TABLE 1

MAJCOM DISTRIBUTION OF SURVEY SAMPLE

	702X0A		702X0B		702X0C		702X0		702X1	
COMMAND	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE
SAC	19	23	21	22	18	21	20	21	6	6
TAC	12	13	15	18	18	19	15	17	7	9
MAC	13	13	10	11	13	15	11	12	-	1
ATC	17	13	13	10	14	9	14	11	-	-
USAFE	11	7	9	8	11	9	9	8	21	29
AFCS	2	5	6	6	8		6	6	0	3
AFSC	6	6	5	6	3	3	5	6	6	9
PACAF	4	5	4	4		3	4	4	9	1
ADC	5	4	3	4	*	3	4	4	-	3
HQ USAF	*	2	1	2		1		2	-	9
AAC	2	2	1	2	2	2	1	2	8	9
USAFSS	2	2*	2	2	2	2	2	2	-	1
AFLC	1	*	1	1	2*	1*	1	*	6	6
USAFA	1	1	*	*			*		-	1
OTHER	4	3	*	3	1	3	7	3	37	17

* LESS THAN ONE PERCENT
- NO RESPONSE

TABLE 2

GRADE DISTRIBUTION OF SURVEY SAMPLE*

GRADE	702X0A		702X0B		702X0C		702X1	
	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE	PERCENT OF ASSIGNED	PERCENT OF SAMPLE
AIRMAN (E1 - E3)	48	33	41	31	44	30	5	6
SERGEANT (E4)	13	22	14	22	15	25	29	18
STAFF SERGEANT (E5)	22	26	26	26	26	25	32	27
TECHNICAL SERGEANT (E6)	11	11	13	13	12	12	18	29
MASTER SERGEANT (E7)	6	6	6	7	3	7	16	18
NOT REPORTED	-	2	-	1	-	1	-	2

TOTAL 702X0 ASSIGNED - 26,194
TOTAL 702X0 SAMPLED - 4,568
PERCENT SAMPLED - 17%

TOTAL 702X1 ASSIGNED - 43
TOTAL 702X1 SAMPLED - 34
PERCENT SAMPLED - 79%

* PAYGRADES E8 AND E9 NOT DISPLAYED DUE TO INCOMPLETE DATA

JOB STRUCTURE ANALYSIS

The structure of jobs within the Administration and Stenographic career ladders was examined on the basis of similarity of tasks performed and the percent of time ratings provided by job incumbents, independent of specialty or other background factors.

For the purpose of organizing individual jobs into similar units of work, an automated job clustering program was used. This hierarchical grouping program is a basic part of the Comprehensive Occupational Data Analysis Program (COLAP) system for job analysis. Each individual job description in the sample was compared to every other job description in terms of tasks performed and the relative amount of time spent on each task in the job inventory. The automated system is designed to locate the two job descriptions with the most similar tasks and percent time ratings and combine them to form a composite job description. In successive stages, new members were added to initial groups or new groups were formed based on the similarity of tasks and percent of time ratings in each individual job description. This procedure was continued until all individuals and groups were combined to form a single composite representing the total sample. The resulting analysis of the variety of groups of jobs served to identify: (1) the number and characteristics of the different jobs which exist within the career ladders; (2) the tasks which tend to be performed together by the same respondents; and (3) the breadth or narrowness of the jobs which exist within and across the Administration and Stenographic career ladders.

For the Administration and Stenographic career ladders survey, 4,602 individual job descriptions were analyzed. As expected, the job structure analysis identified a large number of job groups covering a wide variety of functions. As illustrated by Figure 1, the various jobs identified grouped into a series of functions as listed below:

I. ORDERLY ROOM OPERATIONS PERSONNEL (GRP168)

    a. Orderly Room Clerks (GRP302)
    b. Orderly Room Administrative Clerks (GRP294)
    c. Orderly Room NCOICs (GRP359)

II. DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL (GRP183)

    a. Functional Unit Administrative Clerks (GRP714)
    b. Publications Clerks (GRP1206)
    c. Documentation and Publications Clerks (GRP1135)
    d. Documentation Administrative Specialists (GRP556)
    e. Administrative Support Clerks (GRP500)
    f. Office Clerks (GRP449)
    g. Publications Library Specialists (GRP426)
    h. Administrative Communications Distribution Clerks (GRP250)

WORD PROCESSING

KEYPUNCH OPERATORS

COURIER ASSISTANTS

POSTAL PERSONNEL

MAIL DISTRIBUTION

FORMS AND PUBLICATION
DISTRIBUTION PERSONNEL

RECEPTIONISTS

BASE SUGGESTION PROGRAM
MONITORS

CLERK TYPISTS

SPECIAL ORDERS CLERKS

ADMINISTRATION SECTION
SUPERVISORS

CLASSIFIED MATERIALS CLERKS

BASE DOCUMENT MANAGERS

PROTOCOL

PUBLICATIONS PERSONNEL

ADMINISTRATION SUPPLY
SPECIALISTS

ADMINISTRATION MANAGERS

ADMINISTRATIVE COMMUNICATIONS
PERSONNEL

DOCUMENTATION STORAGE
CLERKS

NCOICs OPERATIONS AND
PLANS ADMINISTRATION

COMMAND STAFF SUPPORT
ADMINISTRATION SPECIALISTS

FIRST-LINE ADMINISTRATION
SUPERVISORS AND NCOICs

DOCUMENTATION, PUBLICATIONS, AND
FORMS MANAGEMENT

ORDERLY ROOM OPERATIONS

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III. FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs (GRP568)

    a. Functional Unit Administration Section NCOICs (GRP837)
    b. Unit Orderly Room NCOICs (GRP1504)
    c. Administrative Supervisors (GRP1511)
    d. Executive Support Administrative NCOICs (GRP1185)
    e. NCOICs, Technical Administration (GRP985)

IV. MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS (GRP692)

V. NCOICs, OPERATIONS AND PLANS ADMINISTRATION (GRP719)

VI. DOCUMENTATION STORAGE CLERKS (GRP572)

VII. ADMINISTRATIVE COMMUNICATIONS PERSONNEL (GRP338)

    a. Base Level Administrative Communications NCOICs (GRP464)
    b. Headquarters Administrative Communications Clerks (GRP541)

VIII. ADMINISTRATION MANAGERS (GRP330)

    a. Chiefs, Central Base Administration (GRP398)
    b. Command Level NCOICs (GRP440)

IX. ADMINISTRATIVE SUPPLY SPECIALISTS (GRP291)

X. PUBLICATIONS PERSONNEL (GRP154)

    a. NCOICs, Publications Distribution Office (GRP696)
    b. Publications and Forms Clerks (GRP718)
    c. Wing Distribution and Publications Clerks (GRP1030)
    d. Customer Account Representatives (GRP520)
    e. Publications Distribution Specialists (GRP1459)
    f. Publications Management Personnel (GRP226)

XI. PROTOCOL SPECIALISTS (GRP104)

XII. BASE DOCUMENT MANAGERS (GRP107)

XIII. CLASSIFIED MATERIALS CLERKS (GRP080)

XIV. ADMINISTRATION SECTION SUPERVISORS (GRP084)

XV. SPECIAL ORDERS CLERKS (GRP072)

XVI. CLERK TYPISTS (GRP108)

XVII. BASE SUGGESTION PROGRAM MONITORS (GRP550)

XVIII. RECEPTIONISTS (GRP067)

XIX. FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL (GRP028)

      a. Forms Distribution Clerks (GRP135)
      b. Publications Distribution Clerks (GRP096)
      c. Technical Orders Clerks (GRP128)

XX. MAIL DISTRIBUTION PERSONNEL (GRP057)

      a. Unit Mail Room Distribution Clerks (GRP405)
      b. NCOICs, Base Information Transfer Center (BITC) (GRP453)
      c. BITC Distribution Clerks (GRP268)

XXI. POSTAL PERSONNEL (GRP284)

      a. Unit Mail Clerks (GRP315)
      b. Postal Service Center Clerks (GRP313)

XXII. COURIER ASSISTANTS (GRP019)

XXIII. KEYPUNCH OPERATORS (GRP049)

XXIV. WORD PROCESSING SPECIALISTS (GRP956)

Overview

      This analysis of the Administration and Stenographic career ladders clearly reflects a heterogeneous and diverse area. In all, 24 major job groups are identified, with nine of these groups being further divided into 34 subgroups or job types. Jobs performed by Administration and Stenographic personnel vary greatly, ranging from the more routine jobs of clerk typist, keypunch operator, receptionist, and word processing specialist to forms and publications distribution and maintenance to more specialized jobs, such as mailroom and postal functions, protocol, courier functions, base suggestion program monitors, and orderly room operations. In light of this highly diverse nature, it would be expected that task overlap across the many job groups would be slight. This is not the case here. Unlike other diverse career ladders (such as Services where commissary, mortuary affairs, billeting, etc. are very distinct and nonoverlapping), task commonality is rather widespread. Regardless of job function performed, most incumbents will:

      answer telephones
      greet visitors
      type administrative communications
      operate office copy machine
      maintain suspense files
      prepare requests for reproduction or duplicating services

Thus, each job function identified in this analysis tends to reflect some degree of these common tasks as well as some tasks characteristic of that function.

An interesting conclusion of this job structure analysis was the absence of any defined Stenographic job group. Rather than grouping together, Stenographic personnel were scattered across many different job groups, noticeably the Protocol, Word Processing, and Receptionist groups. This finding tends to support the action by classification personnel to combine these members into the Administration ladder (AFR 39-1 change effective 30 April 1980).

Discussion of Administrative Job Groups

A brief discussion of the major groups identified within the Administration and Stenographic career ladders is presented below. Appendix A presents more detailed task information on each major group and the various job types within that group. Tables 3 and 4 present selected background and job satisfaction information for the major clusters.

I. ORDERLY ROOM OPERATIONS PERSONNEL (GRP168). These 619 respondents were primarily involved with various administrative functions associated with unit orderly rooms. Approximately 80 percent held DAFSC 702X0C, with the remainder holding a 702X0B designation. The types of tasks performed by these respondents included:

    maintain unit leave control log forms (AF Form 1486)
    maintain meal card control logs
    issue meal cards
    notify personnel of appointments, details, or training
    maintain locator card files
    annotate personnel data rosters
    type rough drafts and final copies of administrative
     communications using manual or electric typewriters
    maintain suspense files

Three smaller groups were identified within this cluster. Two of the groups were comprised of respondents who called themselves clerk typists or unit orderly room specialists and performed such tasks as mentioned above. The primary differences between these two groups were related to scope of the job. Orderly Room Clerks handled primarily leave forms, meal cards, locator files, appointments, and weight checks. Averaging only 31 tasks performed, they had a much narrower job than the second group. Orderly Room Administrative Clerks, on the other hand, had a much broader job. While they also handled leaves, meal cards, appointments, etc., they were responsible for other administrative areas, such as documentation, publications, and filing. The third group, Orderly Room NCOICs, spent most of their time supervising orderly room personnel and conducting on-the-job training. Common tasks performed included: determining work priorities, supervising 3- and 5-skill level personnel, counseling personnel, initiating personnel action requests, and conducting OJT.

II. DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL (GRP183). These 880 respondents were primarily staff support administration specialists (702X0B) who worked in functional area administration sections. Approximately 90 percent of these members held the

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'02X0B DAFSC. Functional areas worked in included aircraft training, vehicle maintenance, safety, munitions maintenance, pavements, recreation center, base social actions, supply, food service, logistics, and services.

While the basic job of these respondents involved typing and routine administrative support, their common areas of responsibility involved publications and forms management, publications and forms distribution, and documentation management. All respondents performed common administrative tasks such as:

    type rough drafts or final copies of administrative
     communications using manual or electric typewriters
    operate office copy machines
    edit handwritten or rough drafts of administrative
     communications, such as for grammar or spelling
    maintain suspense files
    prepare requests for reproduction or duplicating services
    maintain office supply stock levels
    review outgoing administrative communications, such as for
     format, content, or grammar

Within the cluster, eight subgroups were identified, all of which were performing the same basic job. However, there was some differentiation in job emphasis. For example, Functional Unit Administrative Clerks spent their time typing administrative communications, sorting and filing documentation, and setting up publications requirements. Publications Clerks, on the other hand, spent more of their time establishing publication requirements and processing requisitions to the Publications Distribution Office (PDO). Documentation and Publications Clerks concentrated more heavily on documentating, filing, and publications maintenance, including establishing publications libraries. Documentation Administrative Specialists were more into filing documentation and typing administrative communications than maintaining or distributing forms and publications. Administrative Support Clerks also dealt with publications, filing documentation, and typing administrative communications, but also were responsible for picking up mail from post offices, preparing periodic office copy machine usage reports, delivering mail to post offices, and opening registered pouches. Office Clerks primarily typed but were also involved to a lesser degree with publications and documentation. Publications Library Specialists primarily established publications libraries, reviewed publications requirements, and processed publications requisitions to PDOs. Finally, Administrative Communications Distribution Clerks were involved more with messages, sorting communications other than in the Base Information Transfer Center, delivering administrative communications, assigning accountable container numbers, racking mail, and picking up outgoing administrative communications.

III. FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs (GRP568). These respondents are primarily first-line supervisors of functional area administrative sections. The large majority hold a 702X0B DAFSC although one subgroup was composed of orderly room NCOICs. While many call themselves NCOICs, most of their job time is spent on administrative tasks such as:

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typing administrative communications
filing documentation
reviewing publications bulletins
distributing publications
preparing requests for reproduction or duplicating services
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Supervisory tasks performed include preparing APRs, initiating personnel action requests, and scheduling leaves or passes.

Five subgroups were identified within this rather large cluster. Most of these five subgroups performed basically the same type of staff support administration job. However, two subgroups were notable in terms of their uniqueness. Unit Orderly Room NCOICs obviously were 702X0C NCOICs assigned to orderly rooms. These incumbents emphasized supervisory tasks rather than administrative tasks. They were more involved with determining work priorities, planning work assignments, and interpreting policies, directives, or procedures for subordinates, than they were with routine administrative tasks. However, they did type administrative communications, maintain unit leave control log forms (AF Form 1486), and pick up personnel data from CBPOs, such as rosters or records. Executive Support Administrative NCOICs were predominately assigned to wing level, group level, or HQ MAJCOM level administration sections. Distinctive tasks performed by this group included the handling and destruction of classified materials.

IV. MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS (GRP632). These incumbents are similar to the Executive Support Administrative NCOICs discussed above in that they are mostly assigned to MAJCOMs. However, this group of 261 incumbents do not supervise. Much of their work involves the handling of classified materials. Other administrative tasks include routine typing of administrative communications and filing documentation.

V. NCOICs, OPERATIONS AND PLANS ADMINISTRATION (GRP719). These members were primarily assigned to Operations and Plans sections and dealt very heavily with administrative security. Common tasks included:

```
plan, implement, and evaluate security programs
maintain security inspection logs
compose publications manuscript or changes
review classified administrative communications
prepare access rosters of personnel cleared to work with
  classified materials
perform classified material preparation procedures, such
  as indicating classification authorities
```

Routine administrative and documentation tasks were not performed to any great extent.

VI. DOCUMENTATION STORAGE CLERKS (GRP572). This small group of 11 members was composed of both A-shred (36 percent) and B-shred (55 percent) incumbents. Most of their job time was spent on documentation tasks such as:

measure volume of documentation files
destroy noncurrent documentation
perform office file system surveys
segregate active from inactive documentation materials
transfer eligible documentation
package noncurrent documentation for shipment
identify series of records being retired at documentation
 staging areas
place records in staging area storage locations

VII. ADMINISTRATIVE COMMUNICATIONS PERSONNEL (GRP338). These personnel spent the major portion of their job handling administrative communications. Tasks included:

review outgoing communications for format, content, or grammar
edit handwritten or rough draft for grammar or spelling
compose drafts of administrative communications
coordinate administrative communication suspenses with
 action offices
type rough drafts or final copies

VIII. ADMINISTRATION MANAGERS (GRP330). These respondents are the primary managers of the administration function. Many called themselves Chiefs of Base Administration. Their job was primarily managerial or supervisory in nature, with very few technical tasks performed. Representative tasks include:

determine work priorities
interpret policies, directives, or procedures for
 subordinates
analyze workload requirements
prepare or indorse APRs
establish organizational policies, office instructions
 (OI), or standard operating procedures (SOP)
evaluate maintenance or use of work space, equipment,
 or supplies
establish performance standards for subordinates
evaluate and draft budget or financial requirements

IX. ADMINISTRATIVE SUPPLY SPECIALISTS (GRP291). This small group of 16 respondents were primarily B-shred incumbents who were involved with supply functions. Common tasks include:

maintain office supply stock levels
inventory equipment, tools, or supplies
prepare periodic office copy machine usage reports
determine requirements for space, personnel, equipment,
 or supplies
direct utilization of equipment
authorize toll or collect telephone calls
evaluate maintenance or use of work space, equipment,
 or supplies
draft budget or financial requirements

X. PUBLICATIONS PERSONNEL (GRP154). These 205 respondents were primarily involved with obtaining publications and forms for use at unit locations. These members ranged from NCOICs at Publications Distribution Offices (PDOs) to Customer Account Representatives (CARs) at the unit level to Publications Management personnel. Both A-shred (40 percent) and B-shred (49 percent) respondents were found within the cluster, as well as C-shred respondents (nine percent).

Six subgroups were identified within the cluster. NCOICs, PDO issued nonaccountable forms to CARs, processed blank form requisitions to Publication Distribution Centers (PDCs), processed publications requisitions at PDO level, established publications requirements to PDCs or higher headquarters, and conducted orientation briefings of newly appointed CARs or their alternates. Publications and Forms Clerks were primarily involved with requisitioning both publications and forms. They processed both forms and publications requisitions to PDO, distributed publications, posted CAR or subaccount representatives (SAR) publications requirements, and performed annual or special reviews of publications. Wing Distribution and Publications Clerks were primarily assigned at wing level and were located generally in publications libraries. They processed publications requisitions to PDOs, established publications libraries, and explained use of publications libraries to patrons. They also were involved with mail distribution, in that they consolidated mail shipments, applied postage to containers, and determined the most advantageous mailing or parcel services. Customer Account Representatives reviewed and posted publications bulletins, distributed publications, reviewed publications requirements, posted CAR publications requirements, established publications requirements to PDO or CAR levels, and processed publications requisitions to PDO. Publications Distribution Specialists were primarily located at the PDO. They established publications requirements to PDC or higher headquarters, packaged publications for shipment, stocked publications, prepared and maintained publications distribution records, established stock list requirements, disposed of excess stock of publications, and processed publications requisitions at PDO level. And finally, Publications Management Personnel edited and reviewed proposed standard publication drafts, coordinated standard publication revisions with OPRs, advised OPRs on procedures for establishing standard publications, composed publications manuscripts or changes, and coordinated publications manuscript contents with interested parties.

XI. PROTOCOL SPECIALISTS (GRP104). These 43 respondents, located in various command sections, handle the various aspects of protocol or escort functions. The majority of the incumbents (77 percent) hold a B-shred designation. Tasks performed by these members include:

> mailing guest invitations
> acknowledging appreciation of functions or invitations
> developing proposed guest lists
> making billeting arrangements
> making travel arrangements
> maintaining guest lists
> notifying hosts of acceptance or regrets
> developing dinner seating and table charts

XII. BASE DOCUMENT MANAGERS (GRP107). This group of 43 incumbents all work within the documentation management function. The majority of the group's members (81 percent) are A-shred administration management incumbents. Most respondents list their job titles as either Base Documentation Specialists or NCOIC, Base Documentation. A large segment of their job involves the Freedom of Information Act (FOIA). Tasks in this area include:

    advise requesters of FOIA determinations
    coordinate FOIA requests with Staff Judge Advocate and
     other agencies
    determine FOIA requester costs and total request costs
    determine routing of FOIA files
    establish and maintain FOIA case files
    maintain logs of requests for information under FOIA
    brief OPRs on procedures for making FOIA determinations
    prepare FOIA tri-annual and annual reports,
     RCS: DD-PA (TRA) 1365

A second aspect of their job involves staging areas. Common tasks performed in this regard include:

    determine records staging area storage locations
    develop proposals for establishment of document storage and
     retrieval (DS&R) systems
    identify series of records being retired at documentation
     staging areas
    place records in staging area storage locations

A third area which these personnel are involved in is engineering data services. Tasks in this area include:

    maintain engineering data services files
    issue engineering drawings on weapons systems
    prepare requisitions on weapons systems engineering drawings

Other tasks characteristic of this group include:

    evaluate filing equipment requisitions
    evaluate requests for microform equipment
    conduct documentation management orientation programs

XIII. CLASSIFIED MATERIALS CLERKS (GRP080). The 189 classified materials clerks account for four percent of the total sample. Eighty-six percent hold B-shred designations. While many of the group's tasks are similar to the tasks performed by publications and forms maintenance personnel, the main emphasis of their job concentrated on classified materials. Tasks performed by the group include:

    destroy classified materials or waste
    certify destruction of classified materials
    route secret, confidental, or top secret materials
     within local activities
    prepare receipts for classified materials
    package classified materials

XIV. ADMINISTRATION SECTION SUPERVISORS (GRP084). This group of 76 incumbents, located at a wide variety of Air Force bases, are primarily NCOICs of functional area administration functions. A majority of the group (60 percent) hold a B-shred designation. Unlike other Administration Section NCOICs, these incumbents perform a strictly supervisory job. Tasks performed by the group include the following:

        supervise 3- and 5-skill level staff support
         administration personnel
        prepare APRs
        determine work priorities
        conduct OJT
        plan work assignments
        counsel personnel on personal or military related
         problems

XV. SPECIAL ORDERS CLERKS (GRP072). These 37 respondents perform tasks pertaining to the preparation or processing of administrative orders. Sixty-eight percent of the group are in their first enlistment, with 59 percent holding an A-shred designation and 38 percent holding a B-shred designation. Common tasks performed by the group include:

        maintain administrative order record sets
        answer administrative order inquiries
        review administrative orders prior to authentication
        compose administrative orders
        prepare requests for reproduction or duplicating services

XVI. CLERK TYPISTS (GRP108). The 420 incumbents in the clerk typist job group comprise nine percent of the survey sample. Eighty-six percent of the group hold B-shred designations. The only common factor among the incumbents is the large amount of job time spent performing typing tasks. Members of the group generally perform few tasks, including:

        typing administrative communications in final form using
         manual or electric typewriters
        typing rough drafts of administrative communications
         using manual or electric typewriters
        typing blank forms
        preparing requests for reproduction or duplicating
         services

Members are generally less satisfied with their jobs and report a lower perceived utilization of talents and training than members of other groups.

XVII. BASE SUGGESTION PROGRAM MONITORS (GRP550). All of these 20 members hold a B-shred designation. The members of the job group are primarily involved in monitoring various administrative aspects of the base suggestion program. Tasks performed by the incumbents include the following:

answer telephones
maintain suspense files
implement suggestion programs
type in final form administrative communications using
 manual or electric typewriters
determine work priorities
operate office copy machines
prepare tracer actions
evaluate suggestions

XVIII. RECEPTIONISTS (GRP067). This large group of 125 respondents represent three percent of the total sample. Seventy-two percent of the members hold B-shred designations, 11 percent hold the A-shred, and 14 percent hold the C-shred. The job performed by these incumbents, while not particularly demanding, is crucial to the smooth operation of any office. The tasks most clearly illustrating the receptionist's job were answer telephones, greet visitors, and operate office copy machines. These tasks, taken together, account for over a third of the job time for members of the entire group.

XIX. FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL (GRP028). These 72 incumbents are largely responsible for distributing forms and publications. Most are assigned to a Publications Distribution Office (PDO). Both A- and B-shred personnel were found within this group. Some similarity was noted between personnel in this group and those in GRP154, Publications Personnel. The main difference tended to be the specialization of these group members, averaging 23 tasks versus 55 tasks for Publications Personnel.

Three subgroups were identified within this cluster. Technical Orders Clerks were comprised of A-shred (39 percent) and B-shred (54 percent) personnel. Ninety-two percent were in their first enlistment. Common tasks included establishing technical order requirements, posting specialized publications, such as technical orders, preparing technical order requisitions, and maintaining numerical index and requirements tables, such as technical orders. Publications Distribution Clerks specialized primarily in the distribution of publications at local PDOs. Both A-shred (64 percent) and B-shred (36 percent) personnel comprised this group. Tasks performed included distributing publications, stocking publications, reviewing publications requirements, and processing publications requisitions at PDO level. Forms Distribution Clerks specialized in forms distribution at PDOs. Eighty-one percent held the A-shred, with 14 percent holding the B-shred. Most held lower paygrades of E2, E3, or E4. Common tasks included disposing of excess stock of blank forms, issuing nonaccountable forms to CARs, packaging blank forms for shipping, warehousing forms, and processing blank form requisitions to PDC.

XX. MAIL DISTRIBUTION PERSONNEL (GRP057). This fairly large group of 160 incumbents are largely involved with distribution, including mobile distribution. Eighty-two percent hold the A-shred designation, with the remaining 17 percent holding a B-shred designation. The largest percentage of the respondents are at Base Information Transfer Centers (BITC) and primarily work with mail and document security operations. Common tasks performed by the group include:

```
apply postage to containers
meter mail
consolidate mail shipments
sack mail
calculate postage or mailing rates and fees
pick up outgoing administrative communications
pick up mail from post office
```

Three subgroups were identified within the cluster. The largest group were BITC Distribution Clerks who performed those tasks listed above. A second group were NCOICs, BITC. They also performed those tasks listed above but were also involved with supervisory tasks. The third subgroup consisted of Unit Mail Room Distribution Clerks who were more involved at the unit level rather than at a BITC.

XXI. POSTAL PERSONNEL (GRP284). The 73 respondents in the postal personnel cluster spend the largest percentage of their time performing directory services, postal service center (PSC), or unit mail room functions. The largest percentage of the group's members hold an A-shred designation. Common tasks performed by the group include the following:

```
notify patrons of lock box combinations
indorse mail for forwarding
return undeliverable first class mail to senders
change lock box combinations
sort mail for general delivery service
advise PSC patrons on services available
perform lock box maintenance
```

Within the cluster were two subgroups. One group was located at postal service centers. The members of this job type called themselves mail or postal clerks and held an A-shred designation. Their tasks include those mentioned above. The second group, Unit Mail Clerks, were primarily administrative specialists at the unit level who were handling mail functions in addition to performing routine administrative matters. These respondents held either a B- or C-shred designation. While they performed common mailroom tasks as listed above, they also performed such administrative tasks as:

```
post standard publications, such as manuals or regulations
type in final form administrative communications using
 manual or electric typewriters
type blank forms
distribute publications
operate office copy machines
issue meal cards
prepare file guides or labels
```

XXII. COURIER ASSISTANTS (GRP039). This group of 20 courier assistants are primarily responsible for controlling and maintaining Armed Forces Courier Services (ARFCOS) materials. Eighty percent hold B-shred designations. The incumbents perform such tasks as:

    verify courier materials against ARFCOS Forms 1, 3, 4,
     and 5
    containerize courier materials
    assign ARFCOS control numbers to courier materials
    load or unload ARFCOS materials
    inventory ARFCOS materials
    pouch courier materials

The group performs very few administrative tasks.

XXIII. KEYPUNCH OPERATORS (GRP049). These 30 keypunch operators are all 702X0B personnel. Very little of their time is spent on administrative work. Instead, their primary job is keypunching machine data cards, answering telephones, and coding machine data cards. All incumbents are in the lower paygrades, primarily E2s and E3s and only 57 percent of the group feel their job is interesting.

XXIV. WORD PROCESSING SPECIALISTS (GRP956). The 12 respondents in this job type are primarily junior grade airmen who type administrative communications. Seven incumbents are at major command headquarters, such as HQ AAC, HQ AFOSI, and HQ AFCS. Five of the 12 respondents are in paygrade E2. All members perform less than ten tasks on the average. Their primary job consists of tasks such as:

    type rough drafts and final copies using magnetic
     powered typewriting equipment
    type rough draft and final copies using manual or
     electric typewriters

Summary

From the above discussion of the job groups within the Administration and Stenographic career ladders, it is quite evident that this area is widely diverse. While there do exist some common tasks across many of the groups, personnel still perform a wide variety of tasks and support functions.

A major issue of this study was to examine the effectiveness of the shredouts adopted in 1977. In general, the separation of the Administration ladder into three shreds has produced a more orderly job structure than was found prior to 1977. The shreds have clarified some of the general areas within the ladder. For example, personnel with the A-shred generally perform tasks related to postal services, distribution functions, and base document management functions, and those personnel with the C-shred perform orderly room support functions. However, personnel in the B-shred still have the most diverse job. This is evident in the fact that B-shredout personnel were found in 13 of the 24 major clusters.

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While some clarity has occurred with creation of the shreds, there is still some overlap across shreds. This is particularly true of supervisory jobs, as might be expected. Table 5 presents those nonsupervisory job groups which are comprised of personnel across two or even three shredouts. It is quite evident from this table that there is not a complete delineation of jobs by shreds. For example, Publications and Forms Distribution, Special Orders, Publications, and Documentation Storage are functions being handled by fairly high percentages of both A- and B-shred personnel. In addition, B-shred personnel also tend to overlap somewhat with functions which are handled predominately by A- or C-shredout personnel. While it is not possible to determine from the survey data whether this overlap is a function of malassignment of personnel, a manpower position designation problem, or a career ladder structure problem, it does suggest that some additional management actions might be needed.

Several classification actions appear to be viable. One possibility would be to split out some of the functions now performed by B-shredout personnel into a fourth shredout. A likely candidate would be to take the forms and publications distribution and management functions and group them into a new shred. This would leave the B-shredout job as primarily that of clerk typists, receptionists, handling and processing administrative communications, courier, etc. A second possibility would be to take the routine administrative functions, such as clerk typist, receptionist, and keypunch operator, and combine them into a fourth shred (one where training might be minimized or eliminated). Other options would be to transfer some functions, such as protocol, couriers, and forms and publications management, into the A-shredout or into some other career field (such as moving Protocol functions to AFS 791X0).

In summary, the job structure analysis shows that the three-shredout configuration created in 1977 has made for more orderly management of the Administration career ladder. However, some further refinements, especially in the B-shredout, may need to be considered in a few years after the present three-shredout configuration has had time to further stabilize.

TABLE 3

SELECTED BACKGROUND INFORMATION ON MAJOR JOB GROUPS

GROUP	SHRED DISTRIBUTION				N	AVERAGE NUMBER TASKS PERFORMED	AVERAGE GRADE	SEX DISTRIBUTION		AVERAGE MONTHS IN CAREER FIELD	AVERAGE MONTHS TAFMS	JDI	PERCENT IN FIRST ENLISTMENT
	A	B	C	XI				PERCENT MALE	PERCENT FEMALE				
ORDERLY ROOM OPERATIONS PERSONNEL	0	15	82	0	619	58	4.1	69	31	67	76	13.1	61
DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL	2	90	5	1	880	42	3.9	61	39	57	63	11.0	75
FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs	5	72	17	0	658	113	5.3	82	18	131	145	21.8	16
MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS	1	93	3	1	281	77	4.9	77	23	114	121	15.3	20
NCOICs, OPERATIONS AND PLANS ADMINISTRATION	0	87	4	0	52	70	6.2	87	13	185	202	16.7	0
DOCUMENTATION STORAGE CLERKS	36	55	9	0	11	22	4.7	73	27	97	110	16.0	45
ADMINISTRATIVE COMMUNICATIONS PERSONNEL	3	81	16	0	6	54	5.2	75	25	123	135	19.2	8
ADMINISTRATION MANAGERS	11	49	40	1	146	79	6.5	88	12	194	211	19.6	7
ADMINISTRATIVE SUPPLY SPECIALISTS	6	75	6	0	16	46	4.4	81	19	91	102	14.5	30
PUBLICATIONS PERSONNEL	40	49	9	0	20	55	3.9	72	28	57	64	13.5	42
PROTOCOL SPECIALISTS	9	77	2	5	43	54	6.5	67	33	126	132	12.1	16
BASE DOCUMENT MANAGERS	81	14	5	0	43	68	4.8	72	28	110	120	17.1	26
CLASSIFIED MATERIALS CLERKS	7	86	2	1	194	38	5.8	79	21	104	114	20.2	25
ADMINISTRATION SECTION SUPERVISORS	10	60	13	0	76	48	5.9	80	18	170	181	13.2	8
SPECIAL ORDERS CLERKS	59	38	3	0	47	20	3.7	54	46	49	52	7.4	68
CLERK TYPISTS	4	86	7	1	420	18	3.5	58	42	42	48	6.1	64
BASE SUGGESTION PROGRAM MONITORS	0	100	0	0	20	28	4.3	75	25	72	80	9.4	40
RECEPTIONISTS	11	72	14	2	125	10	3.6	62	37	49	66	2.4	62
FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL	64	29	4	0	72	23	3.7	81	19	39	47	8.1	69
MAIL DISTRIBUTION PERSONNEL	82	17	0	0	160	56	3.9	80	20	58	69	11.4	58
POSTAL PERSONNEL	71	16	10	0	73	53	3/8	84	16	50	57	10.6	66
COURIER ASSISTANTS	15	80	5	0	20	47	4.9	95	5	129	136	9.5	29
KEYPUNCH OPERATORS	3	97	0	0	30	13	3.8	2	2	60	68	7.2	63
WORD PROCESSING SPECIALISTS	25	59	8	8	12	10	3.2	62	13	33	40	7.6	5

TABLE 4

JOB SATISFACTION DATA FOR MAJOR JOB GROUPS
(PERCENT RESPONDING)

JOB GROUP	FINDS JOB INTERESTING	FEELS TALENTS UTILIZED FAIRLY WELL OR BETTER	FEELS TRAINING UTILIZED FAIRLY WELL OR BETTER	WILL OR PROBABLY WILL REENLIST
ORDERLY ROOM OPERATIONS PERSONNEL	58	76	85	60
DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT	56	82	79	54
FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs	69	83	87	66
MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS	64	75	78	68
NCOICs, OPERATIONS AND PLANS ADMINISTRATION	84	91	91	70
DOCUMENTATION STORAGE CLERKS	46	82	73	64
ADMINISTRATIVE COMMUNICATIONS PERSONNEL	64	74	81	68
ADMINISTRATION MANAGERS	83	89	88	63
ADMINISTRATIVE SUPPLY SPECIALISTS	80	50	69	56
PUBLICATIONS PERSONNEL	49	67	79	59
PROTOCOL SPECIALISTS	83	86	58	66
BASE DOCUMENT MANAGERS	68	81	79	60
CLASSIFIED MATERIALS CLERKS	54	60	60	64
ADMINISTRATION SECTION SUPERVISORS	52	71	69	70
SPECIAL ORDERS CLERKS	43	65	76	54
CLERK TYPISTS	48	58	67	47
BASE SUGGESTION PROGRAM MONITORS	80	75	55	65
RECEPTIONISTS	44	49	48	54
FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL	51	61	71	53
MAIL DISTRIBUTION PERSONNEL	56	57	68	49
POSTAL PERSONNEL	62	50	68	49
COURIER ASSISTANTS	70	50	85	85
KEYPUNCH OPERATORS	57	85	47	62
WORD PROCESSING SPECIALISTS	42	66	50	25

TABLE 5

NONSUPERVISORY JOB GROUPS SHOWING OVERLAP ACROSS SHREDS

JOB GROUP	PERCENT MEMBERS RESPONDING		
	A	B	C
)OCUMENTATION STORAGE CLERKS	36	55	9
?UBLICATIONS PERSONNEL	40	49	9
;ASE DOCUMENT MANAGERS	81	14	5
;PECIAL ORDERS CLERKS	59	38	3
:ECEPTIONISTS	11	72	14
'ORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL	64	29	4
:IAIL DISTRIBUTION PERSONNEL	82	17	0
?OSTAL PERSONNEL	71	16	10
'OURIER ASSISTANTS	15	80	5
'ORD PROCESSING SPECIALISTS	25	59	8
'RDERLY ROOM OPERATIONS PERSONNEL	0	20	78

ANALYSIS OF DAFSC GROUPS

In addition to examining the various types of jobs found within the Administration and Stenographic specialties (as discussed in the JOB STRUCTURE ANALYSIS section), this report also includes an analysis of the tasks performed by incumbents at each skill level within each shredout. By grouping cases into various DAFSC skill level groups, a picture develops of the similarities and differences between these groups. Such data can be used to evaluate whether personnel are being utilized in the ways specified by the current specialty descriptions (AFR 39-1) and can serve as one basis for considering changes to current utilization policies or training programs.

The information in Table 6 illustrates the relative job emphasis for each of the shreds and ladders in terms of average time spent for various duties. As might be expected due to the nature of the Administration field, there were a number of duties which were fairly common across the ladders and shreds. Large percentages of job time were devoted to preparing or processing administrative communications and performing general or miscellaneous administrative functions. Tasks from these two duties accounted for at least one-third of the job time for respondents from each ladder or shred. For personnel with an Administration Management shred (702X0A), the tasks from the duties relating to directory services, postal service center or unit mail room functions, and administrative communications account for the major area of differences. For personnel with a Staff Support Administration shred (702X0B), the tasks from the duties relating to general administrative functions and documentation functions best illustrate the area of difference. For personnel with an Orderly Room shred (702X0C), the duty related to performing orderly room functions clearly discriminates the C-shred respondents from other respondents. For those personnel with the Stenographic AFSC, the large amount of time spent preparing and processing administrative communications coupled with the small amount of time expended performing specialized stenographic tasks differentiates those with a duty AFSC of 702X1 from the remainder of the sample.

DAFSC 702X0A - Administration Management

Personnel with a duty AFSC of 702X0A accounted for approximately 12 percent of the total sample. The information in Table 7 presents a summary of background information for the Administration Management shred by skill level.

DAFSC 70230A. Personnel with a duty AFSC of 70230A accounted for ten percent of the Administration Management respondents. As the information in Table 8 illustrates, the semiskilled (3-skill level) respondents in the A-shred spend a large amount of their job time performing tasks related to preparing or processing administrative communications and performing directory services, postal service center, or unit mail room functions.

The jobs performed by semiskilled administration management specialists are widely diverse, as indicated by the percentage of personnel performing individual tasks. There were only five tasks performed by as many as 50 percent of the respondents with a duty AFSC of 70230A. The only task

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TABLE 6

RELATIVE TIME SPENT ON DUTIES BY SHREDOUT OR LADDER

DUTIE:	PERCENT TIME SPENT			
	702X0A	702X0B	702X0C	702X1
PREPAI ING OR PROCESSING AD''INISTRATIVE COMMUNICATIONS	28	23	16	31
PERFOI.1ING GENERAL OR MISCELLANEOUS ADMINISTRATIVE FUNC' IONS	14	20	18	23
PERFOI 1ING PUBLICATIONS FUNCTIONS	12	12	10	4
PERFOI 1ING FORMS FUNCTIONS	8	5	4	2
PERFOI.1INC AIR FORCE DOCUMENTATION FUNCTIONS	8	12	9	9
PERFOI.1ING DIRECTORY SERVICES, POSTAL SERVICE CENTER OR UI IT MAILROOM FUNCTIONS	7	1	1	*
ORGAN ZING AND PLANNING	5	7	8	7
DIREC' ING AND IMPLEMENTING	5	6	6	5
INSPE(TING AND EVALUATING	4	4	4	3
PERFO.1ING CLASSIFIED MATERIAL FUNCTIONS	3	4	1	5
TRAIN VG	3	2	2	2
CONTR(LLING AND MAINTAINING ARFCOS MATERIALS	3	1	*	0
PERFO.1ING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	*	2	21	*
PERFO.1ING MICROGRAPHICS FUNCTION	*	*	*	0
PERFO.1ING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	1	*	4
OPERA' ING HOUSING AND BILLETING ACTIVITIES	*	*	*	*
PERFO.1ING STENOGRAPHIC FUNCTIONS	*	*	*	4
PERFOI.M BASE LIBRARY FUNCTIONS	*	*	*	0

* LE. S THAN ONE PERCENT

TABLE 7

BACKGROUND INFORMATION FOR ADMINISTRATION MANAGEMENT PERSONNEL
(AFS 702X0A)

	702X0A	70230A	70250A	70270A
PERCENT OF TOTAL SAMPLE	12%	-	-	-
AVERAGE NUMBER OF TASKS PERFORMED	55	41	46	76

SEX:				
MALE	77%	73%	74%	87%
FEMALE	23%	27%	26%	13%

ASSIGNMENT:				
CONUS	78%	90%	80%	69%
OVERSEAS	22%	10%	20%	31%

FUNCTIONAL AREA ROTATION*:				
DOES OCCUR	33%	48%	35%	23%
DOES NOT OCCUR	44%	35%	43%	52%

* DOES NOT SUM TO 100 PERCENT DUE TO THOSE NOT ASSIGNED TO A-SHRED POSITIONS

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TABLE 8

RELATIVE PERCENT TIME SPENT ON DUTIES BY ADMINISTRATION MANAGEMENT PERSONNEL
(AFS 702X0A)

DUTIES	PERCENT TIME SPENT			
	702X0A	70230A	70250A	70270A
F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	28	39	30	17
E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	14	14	15	13
G PERFORMING PUBLICATIONS FUNCTIONS	12	10	13	12
H PERFORMING FORMS FUNCTIONS	8	8	10	5
I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	8	8	6	13
K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	7	11	9	3
A ORGANIZING AND PLANNING	5	3	5	9
B DIRECTING AND IMPLEMENTING	5	2	3	9
C INSPECTING AND EVALUATING	4	1	2	8
J PERFORMING CLASSIFIED MATERIAL FUNCTIONS	3	2	3	4
D TRAINING	3	1	2	5
O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARFCOS) MATERIALS	3	*	1	1
L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	*	*	1	*
R PERFORMING MICROGRAPHICS FUNCTIONS	*	*	*	1
N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	*	*	*
Q OPERATING HOUSING AND BILLETING ACTIVITIES	*	*	*	*
M PERFORMING STENOGRAPHIC FUNCTIONS	*	*	*	*
P PERFORMING BASE LIBRARY FUNCTIONS	*	*	*	*

* LESS THAN ONE PERCENT

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performed by the overwhelming majority of semiskilled respondents was "answer telephones", performed by 94 percent. (This was the most commonly performed task across all shreds, with 95 percent of all respondents indicating they perform the task.) The remaining four tasks performed by at least 50 percent of the semiskilled A-shred respondents are:

> greet visitors
> pick up mail from post offices
> consolidate mail shipments
> package unclassified materials

The tasks which most clearly define the jobs performed by semiskilled administration management specialists are listed below:

> pick up mail from post offices
> consolidate mail shipments
> meter mail
> apply postage to containers
> calculate postage or mailing rates and fees
> sort communications within BITC
> package unclassified materials
> secure metering mailing machines
> sort mail for distribution to lock boxes
> sack mail

DAFSC 70250A. Personnel with a duty AFSC of 70250A accounted for 61 percent of the Administration Management respondents. As the information in Table 8 illustrates, the relative job emphasis for 5-skill level personnel lies in the areas of preparing or processing administrative communications, and performing publications or forms functions.

The jobs performed by personnel at the 5-skill level are more widely diverse than those performed by personnel at the 3-skill level. There were only two tasks performed by as many as 50 percent of all 5-skill level administrative management personnel. These were (1) answer telephones and (2) greet visitors. Tasks which best define the jobs performed by 5-skill level administrative management specialists are listed below:

> review publications bulletins
> type rough drafts of administrative communications using
> manual or electric typewriters
> type blank forms
> send sponsorship kits or letters of welcome
> determine work priorities
> verify contents in accountable containers
> prepare blank forms requisitions
> direct maintenance of administrative files
> compose drafts of administrative communications
> plan work assignments

DAFSC 70270A. Respondents with a duty AFSC of 70270A accounted for 28 percent of personnel with an A-shred in the survey population. As the information in Table 8 illustrates, the award of the technician skill level signals a significant shift in job emphasis with tasks related to supervisory

functions and documentation functions accounting for a greater percentage of the job time. An additional point of note related to the technician skill was the average number of tasks performed by an individual respondent. As shown in Table 7, the average number of tasks performed by personnel at the 3- and 5-skill levels remained relatively constant. However, personnel at the 7-skill level perform, on the average, almost twice as many tasks.

Jobs performed by 70270A personnel are somewhat less diverse than those performed by personnel at lower skill levels. There were 20 tasks performed by at least 50 percent of the 7-skill level incumbents. This finding is somewhat misleading in that the survey data indicate that 70270A personnel perform most of the same tasks as the 5-skill level respondents but have the added responsibility of performing supervisory tasks. The additive nature of the 7-skill level jobs was also reflected in the job difficulty index, a factor to be discussed in a later section of this report.

The tasks performed by 7-skill level personnel which most clearly illustrate the difference between the 7-skill level and the subordinate 3- and 5-skill levels are listed below:

> counsel personnel on personal or military related
> problems
> interpret policies, directives, or procedures for
> subordinates
> schedule leaves or passes
> prepare APRs
> determine requirements for space, personnel, equipment,
> or supplies
> supervise Administration Management Specialists
> (DAFSC 70250A)
> establish performance standards for subordinates
> determine work priorities
> plan work assignments
> maintain training records, charts, or graphs

DAFSC 702X0B - Staff Support Administration

Personnel with a duty AFSC of 702X0B accounted for approximately 65 percent of the survey population. The information in Table 9 presents a summary of selected background information for the Staff Support Administration shred by skill level.

DAFSC 70230B. Personnel with a duty AFSC of 70230B accounted for 11 percent of the B-shred respondents. As the information in Table 10 illustrates, the 3-skill level respondents expended the majority of their job time performing tasks related to administrative communications processing and general administrative functions.

As with personnel from the A-shred, semiskilled B-shred respondents perform a widely diverse group of jobs. There were nine tasks performed by at least 50 percent of the semiskilled B-shred respondents. These nine tasks, listed below, accounted for approximately one-third of the job time for all semiskilled staff support administration specialists:

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```
answer telephones
type in final form administrative communications using
 manual or electric typewriters
greet visitors
operate office copy machines
type rough drafts of administrative communications using
 manual or electric typewriters
type blank forms
maintain suspense files
post standard publications, such as regulations or manuals
prepare requests for reproduction or duplicating services
```

In comparing the job description for 3-skill level B-shred respondents to the job description for the 5-skill level respondents, no practical differences in tasks performed or the percentage of personnel performing tasks were found. Generally speaking, the 5-skill level respondents performed the same tasks with slightly higher percentages performing the tasks.

DAFSC 70250B. Personnel with a duty AFSC of 70250B represented 61 percent of the staff support administration respondents. As the information in Table 10 illustrates, there was a minimal shift in job emphasis when 5-skill level respondents were compared to the 3-skill level respondents. The majority of job time was expended performing tasks related to administrative communications and general administrative functions. With the award of the 5-skill level, personnel spend a slightly larger amount of their job time performing documentation functions. The tasks performed by 50 percent or more of the 5-skill level respondents included the same tasks that were performed by 50 percent or more of the 3-skill level respondents. However, 5-skill level respondents perform slightly more tasks, on the average, than the 3-skill level respondents and therefore the tasks performed by 50 percent or more account for slightly less of the total available job time.

DAFSC 70270B. Personnel with the 7-skill level represented 28 percent of the B-shred respondents. With the award of the technician skill level, the emphasis of the job performed shifts, with incumbents becoming involved to a greater degree in the performance of tasks related to supervision and classified material. Despite the fact that the 7-skill level respondents perform an average of 72 tasks, the jobs performed appear somewhat more homogeneous, with 32 tasks performed by 50 percent or more of the 7-skill level respondents. These 32 tasks included those performed by large percentages of the 3- and 5-skill levels, as well as a number of supervisory tasks. The tasks listed below best illustrate the differences between the 7- and 5-skill levels:

```
counsel personnel on personal or military related
 problems
interpret policies, directives or procedures for
 subordinates
plan work assignments
supervise Staff Support Administration Specialists
 (AFSC 70250B)
change safe combinations
```

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TABLE 9

BACKGROUND INFORMATION FOR STAFF SUPPORT ADMINISTRATION PERSONNEL
(AFS 702X0B)

	702X0B	70230B	70250B	70270B
PERCENT OF TOTAL SAMPLE	65%	-	-	-
AVERAGE NUMBER OF TASKS PERFORMED	55	41	50	72
SEX:				
MALE	70%	61%	65%	83%
FEMALE	30%	39%	35%	17%
ASSIGNMENT:				
CONUS	78%	87%	77%	78%
OVERSEAS	22%	13%	23%	22%

TABLE 10

RELATIVE PERCENT TIME SPENT ON DUTIES BY STAFF SUPPORT ADMINISTRATION PERSONNEL
(AFS 702X0B)

		PERCENT TIME SPENT			
DUTIES		702X0B	70230B	70250B	702708
F	PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	23	26	24	21
E	PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	20	25	22	16
G	PERFORMING PUBLICATIONS FUNCTIONS	12	13	13	9
I	PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	12	9	12	11
A	ORGANIZING AND PLANNING	7	5	6	10
B	DIRECTING AND IMPLEMENTING	6	3	4	8
H	PERFORMING FORMS FUNCTIONS	5	5	6	3
J	PERFORMING CLASSIFIED MATERIAL FUNCTIONS	4	2	4	7
C	INSPECTING AND EVALUATING	4	2	3	6
D	TRAINING	2	1	2	4
L	PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	2	3	2	2
N	PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	1	*	1	1
K	PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	1	1	1	*
O	CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARFCOS) MATERIALS	1	*	*	1
Q	OPERATING HOUSING AND BILLETING ACTIVITIES	*	1	*	*
R	PERFORMING MICROGRAPHICS FUNCTIONS	*	1	*	*
M	PERFORMING STENOGRAPHIC FUNCTIONS	*	*	*	*
P	PERFORMING BASE LIBRARY FUNCTIONS	*	*	*	*

* LESS THAN ONE PERCENT

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certify destruction of classified materials
establish organizational policies, office instructions (OI),
 or standard operating procedures (SOP)
determine work priorities
establish performance standards for subordinates
destroy classified materials or waste

DAFSC 702X0C - Unit/Orderly Room Administration

Personnel with a duty AFSC of 702X0C accounted for approximately 19 percent of the total sample. Table 11 presents selected background information on C-shred respondents. Table 12 presents information which illustrates the relative job emphasis in terms of duties performed by personnel in the C-shred. It should be noted that the Unit or Orderly Room Administration shred was the most different in terms of job emphasis when all shreds are compared on the basis of percent time spent performing tasks within duties. The decrease in the amount of time spent performing administrative communications and general administrative functions, and the large amount of time expended performing unit orderly room functions, clearly illustrates the differences among the shredouts.

DAFSC 70230C. Personnel with a duty AFSC of 70230C accounted for ten percent of the Unit or Orderly Room respondents. As the information in Table 12 illustrates, the duties related to orderly room functions, general administrative functions, and administrative communications accounted for approximately two-thirds of the job time for 70230C respondents.

A review of the job description for 3-skill level respondents revealed a relative diversity with a core of 17 tasks performed by at least 50 percent of the respondents. This core of tasks includes many of the tasks performed by large percentages of respondents in other shreds but also includes a number of orderly room tasks. Listed below are core tasks which best describe the functions performed by 3-skill level unit or orderly room administrative specialists:

> maintain unit leave control log forms (AF Form 1486)
> maintain meal card control logs
> issue meal cards
> notify personnel of appointments, details, or training
> pick up personnel data from CBPO
> maintain locator card files
> recover meal cards
> annotate personnel data rosters
> schedule personnel for appointments, details, or training

DAFSC 7025C. Personnel with a duty AFSC of 70250C represented 59 percent of C-shred personnel. The award of the 5-skill level resulted in only minor shifts in the way in which job time is expended (see Table 12), but did result in 5-skill level job incumbents performing, on the average, more tasks than the 3-skill level repondents (see Table 11).

The job description for the 5-skill level unit or orderly room administrative specialists indicated a relatively diverse area of work. There were 22 tasks performed by 50 percent or more of the respondents. These 22 tasks

TABLE 11

BACKGROUND INFORMATION FOR UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

	702X0C	70230C	70250C	70270C
PERCENT OF TOTAL SAMPLE	19%	-	-	-
AVERAGE NUMBER OF TASKS PERFORMED	67	41	60	90
SEX:				
MALE	73%	73%	66%	87%
FEMALE	27%	27%	34%	13%
ASSIGNMENT:				
CONUS	76%	90%	76%	73%
OVERSEAS	24%	10%	24%	27%

TABLE 12

RELATIVE PERCENT TIME SPENT ON DUTIES BY UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

		PERCENT TIME SPENT			
DUTIES		702X0C	70230C	70250C	70270C
L	PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	21	24	22	19
E	PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	18	22	19	14
F	PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	16	18	16	13
G	PERFORMING PUBLICATIONS FUNCTIONS	10	10	11	7
I	PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	9	6	9	10
A	ORGANIZING AND PLANNING	8	6	7	10
B	DIRECTING AND IMPLEMENTING	6	3	4	9
H	PERFORMING FORMS FUNCTIONS	4	5	5	3
C	INSPECTING AND EVALUATING	4	2	3	6
D	TRAINING	2	*	2	5
J	PERFORMING CLASSIFIED MATERIAL FUNCTIONS	1	*	1	1
K	PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	1	2	1	1
Q	OPERATING HOUSING AND BILLETING ACTIVITIES	*	*	*	1
N	PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	*	*	*
O	CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS	*	*	*	*
M	PERFORMING STENOGRAPHIC FUNCTIONS	*	*	*	*
R	PERFORMING MICROGRAPHICS FUNCTIONS	*	*	*	*
P	PERFORMING BASE LIBRARY FUNCTIONS	*	*	*	*

* LESS THAN ONE PERCENT

included all of the tasks performed by large percentages of the 3-skill level respondents, with the addition of the tasks listed below:

> send sponsorship kits or letters of welcome
> file documentation
> consolidate personnel status report data
> prepare file guides or labels

DAFSC 70270C. Personnel with a duty AFSC of 70270C accounted for 27 percent of C-shred personnel. As the information in Table 12 indicates, the award of the technician skill level involves a shift in the emphasis of the job, with personnel spending more time performing documentation, supervisory, and training tasks, and less job time in the duties related to publications, general administration, and administrative communiciations.

Review of the job description for 7-skill level respondents indicated that there were 60 tasks performed by at least 50 percent of the incumbents. Included among the 60 tasks were all of the tasks performed by large percentages of respondents at the 3- and 5-skill levels. The award of the 7-skill level merely adds to the number of tasks performed by job incumbents rather than substituting supervisory tasks for technical tasks. Personnel at the 7-skill level continue to type, maintain logs, and prepare forms. Listed below are tasks which illustrate added functions performed by 7-skill level respondents:

> supervise Unit Orderly Room Administration Specialists
> (AFSC 70250C)
> plan work assignments
> conduct OJT
> assign personnel to duty positions
> determine OJT training requirements
> analyze workload requirements
> prepare APRs
> initiate personnel action requests

DAFSC 702X1 - Stenography

Personnel in the Stenographic career ladder accounted for less than one percent of the total sample. Table 13 presents background information for stenographic skill level personnel. As the data in Table 14 illustrates, the majority of their job time is expended in the duties related to administrative communications and general administrative functions. The duty which relates specifically to performing stenographic functions accounts for an average of only four percent of the job time of all stenographic personnel.

Review of background information on stenographic personnel revealed a number of interesting points. The Stenographic specialty is one of very few ladders to have more females than males. Perhaps the most interesting point was the indication of the number of times dictation was taken by the individual job incumbent in the last 60 days. The majority of 702X1 respondents reported they were not required to take dictation or had not taken dictation in the last 60 days from the date they filled out the job inventory. Approximately one-quarter of the remainder reported taking dictation from one to ten times in the same time period.

DAFSC 70251. Respondents with a duty AFSC of 70251 accounted for 59 percent of the stenographic career ladder population. The job emphasis for 5-skill level personnel was in processing administrative communications and performing general administrative functions. Review of background information revealed that 70 percent of the stenographic specialists have not taken any dictation in the last 60 days. If the cutoff is raised to taking dictation ten times or less in the last 60 days, that figure rises to 95 percent.

Review of the computer-generated job description for the stenographic specialist indicated the most time consuming tasks were many of the same tasks performed by survey respondents in the administration career ladder, as listed below:

```
answer telephones
type in final form administrative communications using
 manual or electric typewriters
greet visitors
type rough drafts of administrative communications using
 manual or electric typewriters
operate office copy machines
edit handwritten or rough drafts of administrative
 communications, such as for grammar or spelling
review outgoing administrative communications, such as for
 format, content, or grammar
compare drafts of administrative communications
post standard publications, such as regulations or manuals
maintain suspense files
```

Those tasks which relate specifically to stenographic functions were performed by somewhat smaller percentages of the 5-skill level respondents than might be expected, as illustrated below:

```
transcribe dictation from recordings, such as dictaphone - 20%
read back from dictation notes - 35%
take verbatim dictation by shorthand - 30%
transcribe shorthand notes - 30%
take nonverbatim dictation by shorthand - 25%
```

Comparing the percentage of job time expended performing the stenographic tasks listed above with the most time consuming tasks (also listed above) revealed that the five stenographic tasks consumed approximately four percent of the job time while the ten most time consuming tasks accounted for approximately 38 percent of the job time.

DAFSC 70271. Personnel with a duty AFSC of 70271 accounted for 41 percent of the stenographic personnel. As shown in Table 14, the job emphasis of 7-skill level respondents was primarily related to administrative communications, general administration, and classified material functions. The duty with the largest increase in percentage of job time related to classified material functions.

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As with the 5-skill level, personnel at the 7-skill level reported expending a small percentage of their job time performing stenographic tasks. In addition, more than 70 percent of the 7-skill level respondents reported taking dictation ten times or less in the past 60 days.

The most time consuming tasks for the stenographic technician were the same tasks as for the stenographic specialist. The tasks which best illustrate the differences in the jobs performed by 7-skill level personnel when compared to 5-skill level respondents are listed below:

    certify destruction of classified materials
    prepare receipts for classified materials
    maintain receipt forms on classified materials
    review classified administrative communications
    conduct daily security checks

DAFSC 70299 - Administration Superintendent

The survey population included 124 respondents with a duty AFSC of 70299. These personnel accounted for approximately three percent of the total sample. Job incumbents at the superintendent skill level performed an average of 85 tasks; 93 percent were male, and 72 percent were assigned to CONUS bases. More than 80 percent are eligible for retirement at the end of their present enlistment.

Review of their job description indicated the relative job emphasis to be primarily in the supervisory and management area. However, superintendent skill level respondents reported expending a large percentage of their job time performing technical administrative tasks. The most time consuming tasks, listed below, illustrate the dual nature of the jobs performed by administration superintendents:

    answer telephones
    interpret policies, directives, or procedures for
     subordinates
    determine work priorities
    review outgoing administrative communications, such as for
     format, content, or grammar
    counsel personnel on personal or military problems
    establish organizational policies, office instructions (OI),
     or standard operating procedures (SOP)
    greet visitors
    edit hand written or rough drafts of administrative
     communications, such as for grammar or spelling
    compose drafts of administrative communications
    develop work methods or procedures

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TABLE 13

BACKGROUND INFORMATION FOR STENOGRAPHIC PERSONNEL
(AFS 702X1)

	702X1	70251	70271
PERCENT OF TOTAL SAMPLE	*	-	-
AVERAGE NUMBER OF TASKS PERFORMED	45	32	64

SEX:			
MALE	44%	30%	64%
FEMALE	56%	70%	36%
ASSIGNMENT:			
CONUS	53%	60%	43%
OVERSEAS	47%	40%	57%

NUMBER OF TIMES DICTATION TAKEN IN THE LAST 60 DAYS**

	702X1	70251	70271
NOT REQUIRED	29%	30%	29%
0	32%	40%	21%
1-10	24%	25%	21%
11-20	9%	3%	14%
21-30	3%	0%	7%
31-40	3%	2%	0%
41 OR MORE	0%	0%	0%

* LESS THAN ONE PERCENT
** MAY NOT ADD TO 100% DUE TO NO RESPONSE

TABLE 14

RELATIVE PERCENT TIME SPENT ON DUTIES BY STENOGRAPHIC PERSONNEL
(AFS 702X1)

		PERCENT T...		
DUTIES		702X1	7025?	
F	PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	31	3	
E	PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	23	27	
I	PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	9	4	
A	ORGANIZING AND PLANNING	7	6	
B	DIRECTING AND IMPLEMENTING	5	5	
J	PERFORMING CLASSIFIED MATERIAL FUNCTIONS	5		
G	PERFORMING PUBLICATIONS FUNCTIONS	4		
M	PERFORMING STENOGRAPHIC FUNCTIONS	4	4	
N	PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	4	3	
C	INSPECTING AND EVALUATING	3	2	5
D	TRAINING	2	2	2
H	PERFORMING FORMS FUNCTIONS	2	2	1
K	PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	*	*	1
L	PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	*	*	1
Q	OPERATING HOUSING AND BILLETING ACTIVITIES	*	*	*

* LESS THAN ONE PERCENT

ANALYSIS OF CAREER LADDER DOCUMENTS

AFR 39-1 Specialty Descriptions

A comparison was made of the AFR 39-1 Specialty Descriptions for the Administration Specialty with skill level DAFSC data to determine the accuracy of these descriptions. The survey data was compared against the descriptions of the Administration Specialist and Administration Technician, effective 30 April 1978, and the proposed Administration Superintendent description, effective 30 April 1980.

Overall, the AFR 39-1 Specialty Descriptions of the Administration Specialty gave very accurate and comprehensive overviews of the job functions performed by personnel in each of the three shredouts. The present format of having a separate paragraph listing functions performed by each shred is an excellent structure for a complex specialty such as Administration.

Only two minor points were noted in reviewing the specialty descriptions. First, there were some tasks pertaining to specialized jobs, such as Protocol and Base Suggestion Program Monitor, that were not covered in paragraph 2b. Admittedly, these were tasks performed by only a small segment of the B-shred population. Second, "operate electronic dictating equipment" was listed in paragraph 2b, yet the survey data showed very few personnel operating this equipment.

Due to the imminent merger of the Stenographic Specialty with the Administrative Specialty on 30 April 1980, an in-depth analysis of the Stenographic Specialty descriptions was not appropriate. However, a rough analysis of the administrative functions performed by stenographic personnel indicates these functions can be easily subsumed by the present administration specialty descriptions.

Specialty Training Standard (STS)

Survey data were compared to the new tentative STSs for the A- and B-shredouts, dated February 1980 and due to become effective 30 April 1980. Both STSs are currently being staffed and reviewed by the major commands prior to final approval. Overall, both STSs presented an excellent overview of the jobs and tasks performed by their respective members with no major discrepancies being noted in either the listing of job functions or the major tasks performed.

Training Documents

Plans of Instruction (POIs) for each of the three shredouts were also reviewed in a general sense against the survey data. The POIs involved were POI E3ABR70230A dated 2 October 1978, POI E3ABR70230B dated 23 August 1979, and POI E3ABR70230C dated 2 October 1978. Overall, all three documents were supported by the survey data and training in each of the three shredouts appears to be relevant and cost effective.

Projected Technical School Data

Computer products listing tasks matched to each STS paragraph and POI block will be provided to technical school personnel at a later date. These products will be extremely useful in fine tuning their training programs and bringing training in line with the new STS and AFR 39-1 changes now being staffed.

SUMMARY OF BACKGROUND INFORMATION

The background information section of each job inventory allows respondents the opportunity to report information about themselves, their jobs, and any equipment they might use to perform their jobs.

Job Satisfaction

Tables 15 through 18 provide incumbent responses to a number of indicators of relative job satisfaction. Each table is specific to a shred within the administration career ladder or to the stenographic career ladder. The majority of personnel across all of the shreds and ladders find their jobs interesting and appear to be reasonably satisfied with the sense of accomplishment gained from the work they perform. Personnel in the Unit or Orderly Room Administration specialty (702X0C) report higher levels of utilization of talents and training than do respondents from other ladders, while stenographic personnel are the least satisfied with how their jobs utilize their talents and training. Information related to reenlistment intent indicates that reasonable percentages of all ladders at all skill levels plan to reenlist.

Assignment to Career Ladder

A review of how personnel were assigned to their career ladder (see Tables 19 and 20) revealed that the majority completed the resident technical school or were assigned by directed duty assignment (DDA) from basic training without a bypass test. For those personnel in their first enlistment, completion of technical training was the primary method of assignment. The data for first enlistment stenographic specialists may be misleading because there were only two respondents.

Equipment Used

A review of responses to the equipment list revealed no items from the list were used by a majority of any shred or ladder (see Table 21). For respondents other than the stenographic specialists, only the keypunch machine and the magnetic typewriter were used by as many as ten percent of any ladder or shred.

Job Functions

A listing of functions was included in the job inventory which described each individual's job. Responses revealed some interesting information from the perspective that there were few functions specific to any single shred or ladder (see Table 22). Higher percentages of administration management personnel (702X0A) responded to base information transfer center, mobile distribution, postal service center, and unit mail room than did respondents from other shreds. For staff support administration personnel, (702X0B), the function of staff support administration was the one responded to by the majority. For unit or orderly room adminstration personnel, (702X0C), the

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function of unit orderly room was responded to by the majority of personnel. Respondents from all shreds and ladders reported functioning in the areas of documentation, forms, and publications.

Job Titles

The background section of the job inventory also included a listing of job titles. Table 23 presents incumbent responses to different job titles by shreds and ladders. Personnel from the administration management shredout responded to titles related to distribution and postal services. Staff support administration personnel chose titles related to typing and staff support. Orderly room personnel chose titles related to the orderly room and typing. Job titles from the areas of forms, publications, and documentation were chosen by personnel from all ladders. Stenographic specialists tended to choose job titles related to stenographic functions and staff support functions.

TABLE 15

INDICATORS OF JOB SATISFACTION FOR ADMINISTRATION MANAGEMENT PERSONNEL
(AFS 702X0A)

	PERCENT RESPONDING			
	702X0A	70230A	70250A	70270A
JOB INTEREST:				
DULL	17	13	19	16
SO-SO	22	35	23	13
INTERESTING	60	52	57	69
NO RESPONSE	1	-	1	2
JOB UTILIZES TALENTS:				
NOT AT ALL OR VERY LITTLE	33	48	36	20
FAIRLY WELL OR VERY WELL	57	48	57	61
EXCELLENTLY OR PERFECTLY	10	4	6	18
NO RESPONSE	-	-	1	1
JOB UTILIZES TRAINING:				
NOT AT ALL OR VERY LITTLE	25	13	28	23
FAIRLY WELL OR VERY WELL	62	81	63	54
EXCELLENTLY OR PERFECTLY	12	6	8	23
NO RESPONSE	1	-	1	-
SATISFACTION WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:				
DISSATISFIED	24	31	23	24
NOT SATISFIED OR DISSATISFIED	14	9	17	8
SATISFIED	61	60	59	67
NO RESPONSE	1	-	1	1
PLAN TO REENLIST:				
NO OR PROBABLY NO	42	58	46	25
YES OR PROBABLY YES	57	40	52	74
NO RESPONSE	1	2	2	1

TABLE 16

INDICATORS OF JOB SATISFACTION FOR STAFF SUPPORT ADMINISTRATION PERSONNEL
(AFS 702X0B)

	PERCENT RESPONDING			
	702X0B	70230B	70250B	7020B
JOB INTEREST:				
DULL	20	22	22	14
SO SO	22	25	23	19
INTERESTING	58	52	54	67
NO RESPONSE	-	1	1	1
JOB UTILIZES TALENTS:				
NOT AT ALL OR VERY LITTLE	29	33	32	21
FAIRLY WELL OR VERY WELL	58	58	58	60
EXCELLENTLY OR PERFECTLY	13	8	10	18
NO RESPONSE	-	1	-	1
JOB UTILIZES TRAINING:				
NOT AT ALL OR VERY LITTLE	26	24	28	23
FAIRLY WELL OR VERY WELL	61	63	61	62
EXCELLENTLY OR PERFECTLY	12	12	11	15
NO RESPONSE	1	1	-	-
SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:				
DISSATISFIED	25	22	27	23
NOT SATISFIED OR DISSATISFIED	14	17	15	11
SATISFIED	60	60	57	64
NO RESPONSE	1	1	1	2
PLAN TO REENLIST:				
NO OR PROBABLY NO	40	48	43	30
YES OR PROBABLY YES	59	49	56	70
NO RESPONSE	1	3	1	-

TABLE 17

INDICATORS OF JOB SATISFACTION FOR UNIT OR ORDERLY ROOM ADMINISTRATION PERSONNEL
(AFS 702X0C)

	PERCENT RESPONDING			
	702X0C	70230C	70250C	70270C
JOB INTEREST:				
DULL	18	20	20	13
SO SO	23	21	25	19
INTERESTING	58	57	55	66
NO RESPONSE	1	2	-	2
JOB UTILIZES TALENTS:				
NOT AT ALL OR VERY LITTLE	24	31	25	19
FAIRLY WELL OR VERY WELL	63	59	65	60
EXCELLENTLY OR PERFECTLY	13	9	10	19
NO RESPONSE	-	1	-	2
JOB UTILIZES TRAINING:				
NOT AT ALL OR VERY LITTLE	16	12	18	12
FAIRLY WELL OR VERY WELL	68	68	70	64
EXCELLENTLY OR PERFECTLY	15	18	12	22
NO RESPONSE	1	2	-	2
SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:				
DISSATISFIED	24	25	27	20
NOT SATISFIED OR DISSATISFIED	15	14	15	14
SATISFIED	60	60	58	63
NO RESPONSE	1	1	-	3
PLAN TO REENLIST:				
NO OR PROBABLY NO	41	58	42	33
YES OR PROBABLY YES	58	41	57	65
NO RESPONSE	1	1	1	2

TABLE 18

INDICATORS OF JOB SATISFACTION FOR STENOGRAPHIC PERSONNEL
(AFS 702X1)

	PERCENT RESPONDING		
	702X1	70151	70171
JOB INTEREST:			
DULL	15	20	7
SO-SO	32	35	29
INTERESTING	53	45	64
JOB UTILIZES TALENTS:			
NOT AT ALL OR VERY LITTLE	50	50	50
FAIRLY WELL OR VERY WELL	44	45	43
EXCELLENTLY OR PERFECTLY	6	5	7
JOB UTILIZES TRAINING:			
NOT AT ALL OR VERY LITTLE	56	60	50
FAIRLY WELL OR VERY WELL	41	35	50
EXCELLENTLY OR PERFECTLY	3	5	-
SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:			
DISSATISFIED	35	35	36
NOT SATISFIED OR DISSATISFIED	9	10	7
SATISFIED	56	55	57
PLAN TO REENLIST:			
NO OR PROBABLY NO	35	40	29
YES OR PROBABLY YES	65	60	71

TABLE 19

METHOD OF ASSIGNMENT TO CAREER LADDER FOR TOTAL SAMPLE
(PERCENT RESPONDING)

	702X0A	702X0B	702X0C	702X1
COMPLETED RESIDENT TECHNICAL TRAINING	46	50	48	56
RECLASSIFIED WITHOUT TRAINING	4	2	3	-
DDA TO OJT WITHOUT BYPASS TEST	22	23	24	6
DDA WITH BYPASS TEST	2	2	1	6
CONVERTED WITHOUT TRAINING	2	4	4	3
RETRAINED	9	7	8	24
REENLISTED	4	2	2	6
OTHER	10	9	9	-

TABLE 20

METHOD OF ASSIGNMENT TO CAREER LADDER FOR FIRST ENLISTMENT SAMPLE
(PERCENT RESPONDING)

	702X0A	702X0B	702X0C	702X1
COMPLETED RESIDENT TECHNICAL TRAINING	67	72	65	-
RECLASSIFIED WITHOUT TRAINING	1	1	1	-
DDA TO OJT WITHOUT BYPASS TEST	19	14	18	-
DDA WITH BYPASS TEST	2	1	2	-
CONVERTED WITHOUT TRAINING	-	1	2	-
RETRAINED	4	1	3	100*
REENLISTED	-	1	-	-
OTHER	8	7	9	-

* ONLY TWO 702X1 RESPONDENTS HAD 1-48 MONTHS TOTAL ACTIVE FEDERAL MILITARY
  SERVICE (TAFMS)

TABLE 21

EQUIPMENT USED ON PRESENT JOB
(PERCENT RESPONDING)

EQUIPMENT	702X0A	702X0B	702X0C	702X1
CATHODE RAY TUBE	2	2	*	6
DICTATING MACHINE	3	1	*	15
FILM PROCESSING EQUIPMENT	2	1	1	-
HIGH SPEED CAMERA	1	1	*	-
KEYPUNCH MACHINE	12	12	3	6
MAGNETIC CARD, DISC, OR TAPE TYPEWRITERS	7	10	7	30
MICROGRAPHIC CAMERA	2	1	*	-
MICROGRAPHIC INSPECTION AND CORRECTION VIEWER	2	1	1	-
MICROGRAPHIC MOUNTING AND CERTIFICATION MACHINE	1	*	*	-
SHARED LOGIC DISPLAY TEXT EDITING MACHINE	1	1	*	3
STENOTYPE MACHINE	-	*	*	9
VISUAL DISPLAY TEXT EDITING MACHINE	2	2	*	3
OTHER	4	4	2	6

* LESS THAN ONE PERCENT

TABLE 22

FUNCTIONS WHICH BEST DESCRIBE PRESENT JOB
(PERCENT RESPONDING)**

	702X0A	702X0B	702X0C	702X1
ADMINISTRATIVE ORDERS	20	23	32	9
AIRBORNE WARNING AND CONTROL	-	1	-	6
ARMED FORCES COURIER STATION	1	1	-	-
BASE INFORMATION TRANSFER CENTER	26	2	2	-
COMMAND SECTION	3	8	6	21
COMMAND POST	-	2	1	6
DIRECTORY SERVICES	8	3	6	6
DOCUMENTATION MANAGEMENT	16	34	31	21
DOCUMENT SECURITY	16	20	11	21
ENGINEERING DATA SERVICES	3	1	1	-
FORMS DISTRIBUTION	22	27	27	3
FORMS MANAGEMENT	14	26	25	3
MICROGRAPHICS PROCESSING	1	1	-	-
MOBILE DISTRIBUTION	16	2	2	-
OFFICE OF SPECIAL INVESTIGATIONS	*	1	-	3
POSTAL SERVICE CENTER (PSC)	14	1	1	3
PROTOCOL OFFICE	2	2	1	12
PUBLICATIONS AND FORMS DISTRIBUTION	26	29	27	9
PUBLICATIONS AND FORMS MANAGEMENT	17	31	29	3
PUBLICATIONS DISTRIBUTION	20	22	21	9
PUBLICATIONS MANAGEMENT	16	25	23	3
PUBLICATIONS REFERENCE LIBRARY	14	23	23	3
STAFF SUPPORT ADMINISTRATION	12	76	19	68
TECHNICAL SCHOOL	*	1	1	-
UNIT MAIL ROOM	12	4	5	3
UNIT ORDERLY ROOM	3	9	85	3
WORD PROCESSING CENTER	4	2	1	18
OTHER	3	7	2	3

*   LESS THAN ONE PERCENT
** TOTALS ADD TO MORE THAN 100 PERCENT DUE TO MULTIPLE RESPONSES

TABLE 23

TITLE WHICH BEST DESCRIBES PRESENT JOB
(PERCENT RESPONDING)*

	702X0A	702X0B	702X0C	702X1
ADMINISTRATIVE ORDERS SPECIALISTS	12	6	10	-
AIRBORNE WARNING AND CONTROL SYSTEMS STENOGRAPHER	-	-	-	3
BASE DOCUMENTATION SPECIALISTS	6	2	1	-
BITC SPECIALIST	20	1	1	3
CLERK TYPIST	13	41	34	29
COMMAND POST STENOGRAPHER	-	-	-	3
COMMAND SECTION STENOGRAPHER	-	-	-	15
COURIER ASSISTANT	2	1	1	-
DIRECTORY SERVICES SPECIALIST	3	1	1	3
DOCUMENT SECURITY SPECIALIST	9	6	2	6
ENGINEERING DATA SERVICE CENTER SPECIALIST	2	-	-	-
FORMS DISTRIBUTION SPECIALIST	14	10	9	3
FORMS MANAGEMENT SPECIALIST	9	10	9	-
MICROGRAPHICS PROCESSING SPECIALIST	1	-	-	-
MOBILE DISTRIBUTION SPECIALIST	12	1	-	-
NCOIC, ADMINISTRATIVE COMMUNICATION	7	5	3	9
NCOIC, BASE ADMINISTRATION	2	1	1	-
NCOIC, BASE DOCUMENTATION	4	1	-	-
NCOIC, BITC	4	-	-	-
NCOIC, FORMS MANAGEMENT	5	2	2	-
NCOIC, MICROGRAPHICS PROCESSING UNIT	1	-	-	-
NCOIC, PUBLICATIONS AND FORMS MANAGEMENT	8	4	2	-
NCOIC, POSTAL SERVICE CENTER	3	-	-	-
NCOIC, PUBLICATIONS MANAGEMENT	6	3	1	-
NCOIC, UNIT MAIL ROOM	1	1	1	-
NCOIC, WORD PROCESSING UNIT	2	1	-	3
OFFICE OF SPECIAL INVESTIGATIONS STENOGRAPHER	-	-	-	3
POSTAL SERVICE CENTER SPECIALIST	8	-	-	-
PROTOCOL SPECIALIST	1	1	-	6
PUBLICATIONS AND FORMS MANAGEMENT SPECIALIST	10	12	10	-
PUBLICATIONS DISTRIBUTION SPECIALIST	14	9	6	3
PUBLICATIONS MANAGEMENT SPECIALIST	8	8	7	-
RECORDS STAGING AREA SPECIALIST	3	1	-	-
REFERENCE LIBRARY SPECIALIST	6	5	4	-
STAFF SUPPORT ADMINISTRATION SUPERVISOR	4	22	5	21
STAFF SUPPORT ADMINISTRATION SPECIALIST	5	45	7	24
STENOGRAPHER SPECIALIST	-	-	-	12
STENOGRAPHER TECHNICIAN	-	-	-	18
UNIT MAIL ROOM SPECIALIST	8	2	3	-
UNIT ORDERLY ROOM SPECIALIST	1	4	55	-
UNIT ORDERLY ROOM SUPERVISOR	1	3	32	-
WORD PROCESSING SPECIALIST	2	1	1	9
OTHER	4	7	4	3

* TOTALS ADD TO MORE THAN 100 PERCENT DUE TO MULTIPLE RESPONSES

ANALYSIS OF TASK DIFFICULTY

As mentioned in the Task Factor Administration section earlier in this report, senior 702X0 personnel rated each task in the inventory as to relative difficulty. Tables 24 through 26 list representative tasks having high, average, and low difficulty.

As Table 24 indicates, tasks rated highest in task difficulty involve budget or financial requirements, stenographic functions, micrographics, and training. In addition, supervision tasks and document management tasks were also rated high in difficulty.

As Table 25 shows, tasks having average difficulty cover many functions. These include supervisory tasks, postal and mail room functions, publications tasks, and administrative communications tasks.

Table 26 lists those tasks having the least difficulty rating. Most of these involve routine postal and mail functions, receipt and delivery of messages and administrative communications, and routine office tasks, such as answer telephones and greet visitors.

Job Difficulty Index (JDI)

Table 27 lists the 24 major job groups identified in the JOB STRUCTURE ANALYSIS section in order of their job difficulty index. (See Task Factor Administration section for a detailed description of job difficulty.) Overall, there is a large degree of variation in the difficulty of jobs performed by Administration personnel. JDI values ranged from 2.4 for Receptionists to 21.8 for First-Line Administration Supervisors and NCOICs.

The overall spectrum of jobs within the ladder in terms of difficulty appears to be realistic and appropriate. Most of the supervisory and managerial jobs are found to be the most difficult, as would be expected. Other jobs rated above the average JDI of 13.00 are generally held by more senior level personnel and reflect a higher number of tasks performed than the less difficult jobs.

Conversely, jobs having the lowest difficulty are generally the more routine office jobs, such as Clerk Typists and Receptionists, or specialized jobs, such as Word Processing Specialists and Keypunch Operators. In general, those jobs rated below the average JDI of 13.00 were being performed by lower ranking airmen, over 50 percent of whom are in their first enlistment. The number of tasks performed is also much lower than the higher difficulty jobs.

Thus, in light of the job difficulty indices, airmen entering the career ladder are most likely going to be given a somewhat limited job, such as Clerk Typist or Forms and Publications Distribution, or Special Orders Clerk where the scope of the job is small, performing less than 30 tasks. As airmen progress in the ladder, they most likely will take on more challenging and difficult jobs having a broader scope in terms of number of tasks performed. This type of progression tends to create higher overall job satisfaction within the ladder and tends to better utilize personnel as they progress.

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TABLE 24

THE 15 MOST DIFFICULT TASKS AS RATED BY 702X0 RESPONDENTS

TASKS	TASK DIFFICULTY RATING	PERCENT MEMBERS PERFORMING
DRAFT BUDGET OR FINANCIAL REQUIREMENTS	8.27	13
DEVEL P RESIDENT COURSE OR CAREER DEVELOPMENT COURSE (CDC) CURR CULUM MATERIALS	7.81	1
WRITE STAFF STUDIES, SURVEYS, OR SPECIAL REPORTS	7.50	10
TAKE ERBATIM DICTATION BY STENOTYPE	7.50	1
EVALU TE BUDGET OR FINANCIAL REQUIREMENTS	7.48	11
TAKE ERBATIM DICTATION BY STENOMASK	7.33	1
TRANS RIBE STENOTYPE NOTES	7.15	1
WRITE TEST QUESTIONS	7.10	3
ESTAB ISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR S ANDARD OPERATING PROCEDURES (SOP)	7.07	26
TAKE ERBATIM DICTATION BY SHORTHAND	7.01	1
TRANS RIBE STENOMASK DICTATION	6.89	1
TAKE ONVERBATIM DICTATION BY STENOTYPE	6.87	1
DESIG BLANK FORMS	6.81	7
PREPA E UNIT EMERGENCY PLANS	6.81	9
PERFO M OPERATOR MAINTENANCE ON MICROGRAPHIC READERS OR PRINTERS	6.80	1

TABLE 25

REPRESENTATIVE TASKS RATED AVERAGE IN DIFFICULTY AS RATED BY 702X0 RESONDENTS

TASKS	TASK DIFFICULTY RATINGS	PERCENT MEMBERS PERFORMING
EVALU TE OJT TRAINEES	5.96	13
ESTAB ISH REQUIREMENTS FOR MILITARY SPECIFICATIONS AND STANDARDS DATA FILES	5.86	2
PLAN ORK ASSIGNMENTS	5.81	28
PREPA E STATEMENTS OF CHARGES	5.76	1
REVIE PROPOSED STANDARD PUBLICATION DRAFTS	5.69	11
PREPA E POSTAL EXPENDITURES REPORTS	5.61	3
ESTAB ISH DINNER SEATING ARRANGEMENTS	5.56	2
PROCE S INCOMING COURIER MATERIALS IN SHIPMENT TO OTHER LOCATIONS	5.50	2
INDOR E AIRMEN PERFORMANCE REPORTS (APRs)	5.40	9
PREPA E ORDERS OR REQUISITIONS FOR BASE LIBRARY BOOKS	5.32	1
MAINT IN OFFICIAL GIFT INVENTORIES	5.26	1
LABEL MICROFILM TRANSPARENCIES	5.15	1
MAINT IN MEAL CARDS CONTROL LOGS	5.00	2
DETER INE DISPOSTION OF FILING EQUIPMENT	4.99	13
'NITI T. ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	4.88	22
PAINT IN RECORDS ON THE LOCATION OF FURNITURE OR EQUIPMENT	4.79	1
PERFO M OPERATOR CHECKS OF METERING MAILING MACHINES	4.70	4
PROCE S PUBLICATIONS REQUISITIONS TO PDO	4.64	23
REVIE PUBLICATIONS BULLETINS	4.56	44
MARK OCUMENTATION IN STAGING AREAS WITH PRIVACY ACT INDICATORS	4.48	2
VERIF ELIGIBILTY FOR GOOD CONDUCT MEDALS	4.39	8
MAINT IN SERVICE CALL WORK CONTROL LOGS	4.29	1
DESTR Y NONCURRENT DOCUMENTATION	4.18	41
COORD NATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFI ES	4.13	36
SCREE I MAIL FOR UNIT TEMPORARY DUTY ASSIGNMENTS	4.04	3

TABLE 26

THE 15 LEAST DIFFICULT TASKS AS RATED BY 702X0 RESPONDENTS

TASKS	TASKS DIFFICULTY RATING	PERCENT MEMBERS PERFORMING
DELIV R MESSAGES TO BILLETING OCCUPANTS	3.00	2
CONDU T DAILY SECURITY CHECKS	3.00	50
NOTIF PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	2.99	53
OPE \ E OFFICE COPY MACHINES	2.99	68
PICK P MAIL FROM POST OFFICES	2.94	12
RECOR DATE TIME GROUP (DTG) ON MESSAGES	2.90	31
DELIV R POSTAGE SCALES TO PMEL	2.84	2
REMOV LOCK BOX LABELS	2.81	2
GREET VISITORS	2.80	69
DELIV R ADMINISTRATIVE COMMUNICATIONS	2.77	33
TIME- TAMP INCOMING COMMUNICATIONS	2.76	8
POST ARNINGS OR OTHER NOTICES IN PSC LOBBY	2.72	2
DELIV R MAIL TO POST OFFICE	2.65	12
ANSWE TELEPHONES	1.96	95

TABLE 27

ADMINISTRATIVE JOBS IN ORDER OF JOB DIFFICULTY INDEX (JDI)

GROUP	JDI	NUMBER OF TASKS PERFORMED
FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs	21.8	117
ADMINISTRATION MANAGERS	19.8	79
BASE DOCUMENT MANAGERS	17.1	68
NCOICs, OPERATIONS AND PLANS ADMINISTRATION	16.9	70
DOCUMENTATION STORAGE CLERKS	16.0	72
MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS	15.9	77
ADMINISTRATION SUPPLY SPECIALISTS	14.9	66
ADMINISTRATIVE COMMUNICATIONS PERSONNEL	14.7	56
PROTOCOL SPECIALISTS	13.9	54
ADMINISTRATION SECTION SUPERVISORS	13.9	38
PUBLICATIONS PERSONNEL	13.4	55
COURIER ASSISTANTS	13.2	47
ORDERLY ROOM OPERATIONS PERSONNEL	13.1	58
MAIL DISTRIBUTION PERSONNEL	11.3	56
DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL	11.0	42
CLASSIFIED MATERIALS CLERKS	10.7	38
POSTAL PERSONNEL	10.6	53
BASE SUGGESTION PROGRAM MONITORS	9.9	28
FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL	8.1	23
KEYPUNCH OPERATORS	8.0	12
SPECIAL ORDERS CLERKS	7.6	20
WORD PROCESSING SPECIALISTS	7.0	8
CLERK TYPISTS	6.3	18
RECEPTIONISTS	2.4	10

ANALYSIS OF FIRST-TERM JOB RESPONSES

The greatest economic expenditure in the management of any specialty relates to the cost of training personnel to be able to perform the jobs required of them. The purpose of this section of the report is to detail the tasks performed by first-term job incumbents in each of the three primary administrative shredouts. The stenographic ladder will not be addressed in this section due to the small size of the first-term sample.

AFS 702X0A

As the information in Table 28 illustrates, the jobs performed by first-term administration management specialists relate primarily to administrative communications, general administrative functions, postal functions, and publications and forms functions. These areas account for an average of approximately 80 percent of the job time for all administration management first-term personnel. These functions are relatively broadly based and appear to indicate that personnel with a duty AFSC of 702X0A have a wide range of reponsibilities. However, review of the background information revealed that any single respondent performs an average of only 40 tasks. Thus, we are faced with the problem of a wide range of responsibilities for the incumbents as a whole, but a restricted range of tasks for the individual. The information in Table 29 displays the tasks performed by the greatest percentage of first-term administration management specialists. Table 30 reflects the tasks rated by experienced technicians as requiring the highest emphasis in training. In both tables, the relative difficulty for each task is also displayed.

As the data indicate, those tasks performed by the greatest number of first-term administration management specialists were rated as less than average in difficulty (average being 5.00). It should be noted that of those tasks performed by the largest percentage of 702X0A first-term personnel, only two were performed by as many as 50 percent of the respondents. This is a further indication of the diverse nature of the jobs performed by administration management personnel.

Of the tasks rated as requiring higher or greater emphasis in training, most were performed by less than one-third of the first-term administration management personnel but most were close to average in task difficulty.

AFS 702X0B

For respondents in the staff support administration shred, the information in Table 28 indicates emphasis in duties related to administrative communications, general administrative, publications, and documentation functions. These duties account for an average of approximately 74 percent of the job time for all 702X0B first-term personnel. As with the administration management (702X0A) respondents, the staff support personnel would appear to have a relatively broad base of responsibilities. However, the individual respondent reported performing an average of 43 tasks, thus revealing that while the responsibilities of the shred as a whole may be broad, the functions of the individual tend to be somewhat restricted.

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As the information in Table 31 illustrates, the tasks performed by the argest percentage of first-term staff support administration specialists were jenerally rated as well below average in difficulty. Five of the tasks from this list were also listed on the table reflecting the tasks performed by the largest percentage of administration management specialists (702X0A). However, the percentage of first-term staff support personnel performing the tasks was considerably higher than for the administration management respondents.

Table 32 lists the tasks rated by senior 70270B technicans as highest on the emphasis which should be given in training. The tasks listed were performed by relatively large percentages of first-term staff support personnel, indicating a reasonably high relationship between what most respondents are doing and what tasks were recommended for the greater emphasis in training. Eight of the tasks in Table 32 were also listed among the tasks requiring the greatest emphasis in training for the administration management respondents.

AFS 702X0C

The information in Table 28 indicates the areas of emphasis for orderly room specialists included unit orderly room functions, general administrative functions, administrative communications, and publications functions. These four duties account for an average of 75 percent of the job time expended by first-term orderly room specialists. Review of the background information revealed that any single incumbent reported performing an average of 49 tasks. With orderly room personnel reporting spending approximately one-fourth of their job time performing tasks that are specifically related to the orderly room, the jobs these respondents perform would appear to be somewhat better defined than those jobs performed by members of the other shredouts. Incumbents with a duty AFSC of 702X0C in their first enlistment reported performing an average of 49 tasks.

A review of the tasks performed by the largest percentage of first term orderly room specialists, as shown in Table 33, also indicates their job to be somewhat better defined than jobs of members of the other shredouts discussed above. All of the tasks on Table 33 were performed by 60 percent or more of the respondents, clearly higher than those for the other shreds. It should also be noted that a number of the tasks were the same as those performed by large percentages of respondents in both the administration management and staff support shredouts.

A review of the tasks with the highest recommended training emphasis yielded a large number of tasks specific to the orderly room functions and a suprising number of supervisory tasks (see Table 34). Senior technicians in the orderly room career ladder who rated the tasks agreed that tasks which require the highest training emphasis were those which related to accountable functions (leave and mail cards), discharge actions, and supervisory actions.

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Job Interest

An area of further interest in the analysis of responses from first-term ob incumbents relates to the indicators of job satisfaction. As the .nformation in Table 35 shows, the reponses to the four items were generally positive. Specifically, administration management specialists (702X0A) found their job slightly more interesting than did personnel from the other shredouts. Respondents from the orderly room administration shred (702X0C) generally reported better perceptions of how their talents and training were being utilized. All respondents reported approximately the same level of satisfaction in the sense of accomplishment gained from their jobs. In response to their intention to reenlist, the responses were fairly uniform across all shredouts, with between 43 and 47 percent indicating a positive intent.

Comparison of the responses for administrative personnel to those of first enlistment personnel in career ladders studied in 1978 revealed few areas of substantial difference. Respondents from the staff support (702X0B) and unit orderly room administration (702X0C) shredouts reported a slightly lower level of job interest than the first-term respondents from the 1978 groups. Respondents from the administration management shred (702X0A) reported a lower level of perceived utilization of talents than did respondents from the 1978 sample. In the area of perceived utilization of training, personnel from the unit/orderly room shredout (702X0C) reported substantially higher feelings of being properly utilized than did respondents from the 1978 sample.

Responses in the area of reenlistment intent revealed that personnel from all of the administrative shreds indicated a higher intent to reenlist than that for the respondents from the variety of career ladders sampled during the same relative time period.

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TABLE 28

RELATIVE PERCENT TIME SPENT ON DUTIES
BY FIRST-TERM (1-48 MONTHS TAFMS) 702X0 PERSONNEL

DUTIES		702X0A	702X0B	702X0C
F	PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	33	25	16
E	PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	16	25	23
K	PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	12	1	1
G	PERFORMING PUBLICATIONS FUNCTIONS	11	14	12
H	PERFORMING FORMS FUNCTIONS	10	6	6
I	PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	7	10	7
A	ORGANIZING AND PLANNING	3	5	6
J	PERFORMING CLASSIFIED MATERIAL FUNCTIONS	2	2	1
B	DIRECTING AND IMPLEMENTING	2	3	2
D	TRAINING	1	1	*
C	INSPECTING AND EVALUATING	1	2	2
L	PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	1	3	24
M	PERFORMING STENOGRAPHIC FUNCTIONS	*	*	*
R	PERFORMING MICROGRAPHICS FUNCTIONS	*	1	*
O	CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS	*	*	*
Q	OPERATING HOUSING AND BILLETING ACTIVITIES	*	1	1
N	PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	1	*
P	PERFORMING BASE LIBRARY FUNCTIONS	*	*	*

* LESS THAN ONE PERCENT

TABLE 29

TOP 16 TASKS PERFORMED BY
FIRST-TERM ADMINISTRATIVE MANAGEMENT PERSONNEL
(AFS 702X0A)

TASKS	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
ANSWER TELEPHONES	94	1.96
GREET VISITORS	59	2.80
MAINTAIN SUSPENSE FILES	44	3.86
OPERATE OFFICE COPY MACHINES	44	2.99
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	43	3.09
CONDUCT DAILY SECRUITY CHECKS	43	3.00
SACK MAIL	40	3.08
CONSOLIDATE MAIL SHIPMENTS	39	4.06
PACKAGE UNCLASSIFIED MATERIALS	38	3.25
PICK UP MAIL FROM POST OFFICES	38	2.94
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	38	3.47
REDIRECT MISSENT OFFICIAL MAIL	38	3.85
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	36	3.35
APPLY POSTAGE TO CONTAINERS	35	3.43
METER MAIL	33	4.26

TABLE 30

TASKS WITH HIGHEST TRAINING EMPHASIS RATING
(AFS 702X0A)

TASKS	TRAINING EMPHASIS	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
DEVEL(? DOCUMENTATION FILES MAINTENANCE AND DISP(5ITION PLAN FORMS (AF FORM 80)	5.41	12	6.47
TYPE V FINAL FORM ADMINISTRATIVE COMMUNICATIONS USIN(MANUAL OR ELECTRIC TYPEWRITERS	5.29	24	5.74
DETER: INE WORK PRIORITIES	5.26	27	5.57
POST : TANDARD PUBLICATIONS, SUCH AS MANUALS OR REGU ATIONS	5.24	33	4.61
ASSIG: ACCOUNTABLE CONTAINER NUMBERS	5.12	27	3.70
PACKA(5 CLASSIFIED MATERIALS	5.12	24	4.97
ANSWE) TELEPHONES	5.09	94	1.96
DIREC' MAINTENANCE OF ADMINISTRATIVE FILES	5.00	17	5.75
CONSO IDATE MAIL SHIPMENTS	5.00	39	4.06
DETER: INE MOST ADVANTAGEOUS MAILING OR PARCEL SERV CES	5.00	29	4.8£
REVIE\ PUBLICATIONS BULLETINS	5.00	24	4.8€
FREPA: 5 FILE GUIDES OR LABELS	5.00	20	4.00
POST UBLICATIONS BULLETINS	4.97	31	4.77
GREET VISITORS	4.82	59	2.80
TYPE OUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USIN(MANUAL OR ELECTRIC TYPEWRITERS	4.74	19	4.29

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TABLE 31

TOP 15 TASKS PERFORMED BY
FIRST-TERM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS
(AFS 702X0B)

TASKS	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
ANSWER TELEPHONES	95	1.96
OPERATE OFFICE COPY MACHINES	71	2.99
GREET VISITORS	71	2.80
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	70	4.94
MAINTAIN SUSPENSE FILES	67	3.86
PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	66	3.09
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	65	4.29
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	64	4.61
TYPE BLANK FORMS	57	4.00
PREPARE FILE GUIDES OR LABELS	53	4.00
MAINTAIN OFFICE SUPPLY STOCK LEVELS	50	3.36
FILE DOCUMENTATION	49	4.18
SORT DOCUMENTATION FOR FILING	46	4.16
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	46	2.99
POST PUBLICATIONS BULLETINS	45	4.77

TABLE 32

TASKS WITH HIGHEST TRAINING EMPHASIS RATINGS
(AFS 702X0B)

TASKS	TRAINING EMPHASIS	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
DIREC MAINTENANCE OF ADMINISTRATIVE FILES	6.12	40	5.75
PREPA E FILE GUIDES OR LABELS	6.06	53	4.00
TYPE N FINAL FORM ADMINISTRATIVE COMMUNICATION USIN MANUAL OR ELECTRIC TYPEWRITERS	5.83	70	4.94
POST TANDARD PUBLICATIONS, SUCH AS MANUALS OR REGU ATIONS	5.75	64	4.61
DEVEL P DOCUMENTATION FILES MAINTENANCE AND DISP SITION PLAN FORMS (AF FORM 80)	5.60	32	6.47
MAINT IN SUSPENSE FILES	5.58	67	3.86
REVIE OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	5.58	41	5.77
FILE OCUMENTATION	5.58	49	4.18
PREPA E APRs	5.52	30	6.30
TYPE OUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USIN MANUAL OR ELECTRIC TYPEWRITERS	5.50	65	4.29
REVIE PUBLICATIONS BULLETINS	5.35	42	4.56
ESTAB ISH PUBLICATIONS LIBRARIES	5.02	33	5.38
ESTAB ISH PUBLICATIONS REQUIREMENTS TO PDO OR CAR EVELS	4.96	31	5.13
ANSWE TELEPHONES	4.90	95	1.96
REVIE PUBLICATION REQUIREMENTS	4.87	37	4.93

TABLE 33

TOP 15 TASKS PERFORMED BY
FIRST-TERM ORDERLY ROOM SPECIALISTS
(AFS 702X0C)

TASK	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
ANSWE: TELEPHONES	95	1.96
MAINT. IN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486)	78	4.90
NOTIF PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	73	2.99
MAINT. IN MEAL CARD CONTROL LOGS	73	5.00
ISSUE MEAL CARDS	72	4.41
GREET VISITORS	71	2.80
MAINT. IN SUSPENSE FILES	69	3.86
MAINT. IN LOCATER CARD FILES	68	3.32
PICK P PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROST.RS	68	3.19
TYPE N FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANU L OR ELECTRIC TYPEWRITERS	67	4.29
PREPA E REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	66	3.09
TYPE OUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USIN MANUAL OR ELECTRIC TYPEWRITERS	65	4.29
OPERA E OFFICE COPY MACHINES	64	2.99
SEND PONSORSHIP KITS OR LETTERS OF WELCOME	62	3.03
POST TANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANU LS	60	4.61

TABLE 34

TASKS WITH HIGHEST TRAINING EMPHASIS RATING
(AFS 702X0C)

TASKS	TRAINING EMPHASIS	PERCENT PERFORMING (1-48 MONTHS)	TASK DIFFICULTY
MAINT IN UNIT LEAVE CONTROL LOGS (AF FORM 1486)	6.79	78	4.90
MAINT IN MEAL CARD CONTROL LOGS	6.00	73	5.00
ANNOT TE PERSONNEL DATA ROSTERS	5.39	58	4.47
DIREC MAINTENANCE OF ADMINISTRATIVE FILES	5.33	34	5.75
PREPA E APRs	5.23	36	6.30
MAINT IN SUSPENSE FILES	5.16	69	3.86
ISSUE MEAL CARDS	5.14	72	4.41
POST TANDARD PUBLICATIONS, SUCH AS MANUALS OR REGU ATIONS	5.09	60	4.61
ANSWE TELEPHONES	5.00	95	
DEVEL P DOCUMENTATION FILES MAINTENANCE AND DISP SITION PLAN FORMS (AF FORM 80)	4.93	25	6.47
ESTAB ISH PUBLICATION LIBRARIES	4.74	32	5.38
SUPER ISE APPRENTICE UNIT ORDERLY ROOM ADMI ISTRATIVE SPECIALISTS (AFSC 70230C)	4.63	7	6.17
COORD NATE ADMINISTATIVE DISCHARGE OR ARTICLE 15 CORR SPONDENCE WITH STAFF JUDGE ADVOCATE	4.58	27	6.30
MATCH PERSONNEL ACTION SOURCE DOCUMENTS WITH OTHE DOCUMENTS, SUCH AS APRs	4.37	30	5.31
ASSEM LE ADMINISTRATIVE DISCHARGE CASE FILES	4.35	39	6.31

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TABLE 35

JOB SATISFACTION INDICATORS FOR FIRST-TERM (1-48 MONTHS TAFMS) RESPONDENTS

	702X0A	702X0B	702X0C	COMPARATIVE SAMPLE*
JOB INTEREST:				
DULL	19	24	22	16
SO SO	25	23	21	18
INTERESTING	56	53	57	63
NO RESPONSE	0	0	0	3
UTILIZATION OF TALENTS:				
VERY LITTLE OR NOT AT ALL	43	33	26	31
FAIRLY WELL OR VERY WELL	53	59	66	61
EXCELLENTLY OR PERFECTLY	4	8	8	7
NO RESPONSE	0	0	0	1
UTILIZATION OF TRAINING:				
VERY LITTLE OR NOT AT ALL	27	24	15	25
FAIRLY WELL OR VERY WELL	67	65	71	64
EXCELLENTLY OR PERFECTLY	6	11	14	10
NO RESPONSE	0	0	0	1
SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM JOB:				
DISSATISFIED	27	26	26	**
NEITHER SATISFIED OR DISSATISFIED	15	17	14	**
SATISFIED	58	57	60	**
INTENT TO REENLIST:				
YES OR PROBABLY YES	43	47	46	37
NO OR PROBABLY NO	57	53	54	60
NO RESPONSE	0	0	0	3

* COMPARATIVE SAMPLE DATA GATHERED FROM ALL LADDERS SURVEYED IN 1978
** NOT AVAILABLE

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CONUS - OVERSEAS COMPARISONS

Administration Management - DAFSC 70250A

The survey sample contained 334 personnel with a duty AFSC of 70250A. Of these respondents, 265, or 79 percent, were assigned to CONUS locations. Table 36 contains information on a number of background items for CONUS and overseas personnel in each shred in the Administration ladder and in the Stenographic ladder. As the information in Table 36 shows, administration management specialists assigned overseas perform a slightly higher number of tasks than their CONUS counterparts. A review of the task information in Table 37 indicates overseas administration management personnel expend slightly more job time performing tasks related to administrative communications, documentation functions, and classified material functions. On the other hand, administration management specialists assigned to CONUS locations spent slightly more job time performing tasks related to directory services, postal service center or unit mail room functions, general administrative functions, and organizing and planning. Thus, only minor differences were found between the two groups.

Staff Support Administration - DAFSC 70250B

The survey sample included 1,819 personnel with a duty AFSC of 70250B. Of this group, 1,395, or 77 percent, were assigned to CONUS locations. The information in Table 36 indicates that those 702X0B respondents assigned to overseas locations performed, on the average, eight more tasks than did personnel assigned to CONUS locations. Task-wise, staff support administration specialists assigned to CONUS locations spend slightly more of their job time performing tasks related to general administration functions and organizing and planning activities, while those assigned overseas spend slightly more job time performing tasks related to classified and Armed Forces Courier Services materials (see Table 38). Overall, only very minor differences were found.

Unit or Orderly Room Administration Specialists - DAFSC 70250C

The survey population contained 504 respondents with a duty AFSC of 70250C. Of these respondents, 386, or 77 percent, were assigned to CONUS locations. No practical differences between those assigned to the two locations were found, either in terms of background information or task differences (see Table 39).

Stenographic Personnel - DAFSC 702X1

The survey sample included only 34 respondents from the stenographic specialty. The number was so small that all were used for the CONUS versus overseas analysis. Of the 34 respondents, 18, or 53 percent, were assigned to CONUS locations. A review of the background information (see Table 36) indicated that stenographic personnel assigned overseas performed more tasks on the average and appeared to feel that their job utilized their talents and training somewhat better than their CONUS counterparts.

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A review of the task information indicated personnel assigned to CONUS locations expended more job time performing general administration functions while personnel assigned overseas expended slightly greater percentages of their job time performing tasks related to administrative communications, protocol or escort functions, and classified material functions (see Table 40). Neither group expended a large segment of their job time performing stenographic functions.

Summary

Table 41 presents the percent time spent on duties for CONUS and overseas 702X0/1 personnel and further indicates the similarity between CONUS and overseas personnel in the present study. Overall, the CONUS-Overseas comparisons indicate no major differences exist between 702X0 and 702X1 personnel stationed in the CONUS or overseas.

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TABLE 36

BACKGROUND INFORMATION FOR ADMINISTRATION AND STENOGRAPHIC CONUS - OVERSEAS COMPARISONS

	702X0A		702X0B		702X0C		702X1	
	CONUS	OVERSEAS	CONUS	OVERSEAS	CONUS	OVERSEAS	CONUS	OVERSEAS
AVERAGE NUMBER OF TASKS PERFORMED	44	54	48	56	60	59	42	49
SEX:								
MALE	73%	74%	65%	67%	68%	64%	33%	56%
FEMALE	27%	26%	35%	33%	32%	36%	67%	44%
JOB INTEREST:								
DULL	18%	15%	22%	23%	21%	19%	22%	6%
SO-SO	21%	32%	23%	25%	23%	30%	17%	50%
INTERESTING	61%	53%	55%	52%	56%	51%	61%	44%
JOB UTILIZES TALENTS:								
VERY LITTLE OR NOT AT ALL	36%	36%	32%	32%	25%	25%	61%	37%
FAIRLY WELL OR PERFECTLY	64%	64%	68%	68%	75%	75%	39%	63%
JOB UTILIZES TRAINING:								
VERY LITTLE OR NOT AT ALL	29%	23%	27%	30%	18%	18%	67%	44%
FAIRLY WELL OR PERFECTLY	71%	77%	73%	70%	82%	82%	33%	56%
SATISFIED WITH SENSE OF ACCOMPLISHMENT GAINED FROM WORK:								
DISSATISFIED	22%	24%	28%	27%	28%	24%	39%	31%
NEITHER SATISFIED OR DISSATISFIED	16%	26%	15%	15%	13%	20%	11%	6%
SATISFIED	62%	50%	57%	58%	59%	56%	50%	63%

TABLE 37

TASKS BEST DIFFERENTIATING 702X0A
CONUS AND OVERSEAS PERSONNEL

	702X0A PERCENT PERFORMING	
TASKS	CONUS	OVERSEAS
PACKAGE CLASSIFIED MATERIALS	19	38
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	12	30
OPEN REGISTERED POUCHES	24	42
PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	26	43
SACK MAIL	33	49
CHANGE LOCK BOX COMBINATIONS	17	1
DEVELOP WORK METHODS OR PROCEDURES	32	18
PLACE PARCEL POST AND ACCOUNTABLE MAIL IN LOCK BOXES	14	0
DELIVER GENERAL DELIVERY MAIL TO PATRONS	18	4
LABEL LOCK BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCES	14	1

TABLE 38

TASKS BEST DIFFERENTIATING 702X0B
CONUS AND OVERSEAS PERSONNEL

	702X0B PERCENT PERFORMING	
TASKS	CONUS	OVERSEAS
CONDUCT DAILY SECURITY CHECKS	42	55
DESTROY CLASSIFIED MATERIALS OR WASTE	23	37
MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	16	28
PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	18	29
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	15	27

TABLE 39

TASKS BEST DIFFERENTIATING 702X0C
CONUS AND OVERSEAS PERSONNEL

TASKS	702X0C PERCENT PERFORMING	
	CONUS	OVERSEAS
MAINTAIN LOCATOR CARD FILES	74	57
MAINTAIN BASE AUTO DECAL RECORDS	23	8
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	64	53
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	48	38
PROCESS BLANK FORMS REQUISITIONS TO PDO	33	24
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	12	24
OPEN REGISTERED POUCHES	10	20
EXPLAIN USE OF PUBLICATIONS LIBRARIES TO PATRONS	24	34
RECOVER MEMBER OR DEPENDENT ID CARDS FROM PERSONNEL RECEIVING ADMINISTRATIVE DISCHARGES	23	31
ANSWER ADMINISTRATIVE ORDERS INQUIRIES	24	32

TABLE 40

TASKS BEST DIFFERENTIATING 702X1
CONUS AND OVERSEAS PERSONNEL

TASKS	702X1 PERCENT PERFORMING	
	CONUS	OVERSEAS
SORT COMMUNICATIONS OTHER THAN IN BASE INFORMATION TRANSFER CENTER (BITC)	6	44
COMPARE ADMINISTRATIVE ORDERS	6	38
MAKE BILLETING ARRANGEMENTS	6	38
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	28	56
AUTHORIZE TOLL OR COLLECT TELEPHONE CALLS	17	44
TAKE NONVERBATIM DICTATION BY SHORTHAND	44	13
TRANSCRIBE SHORTHAND NOTES	50	31
PREPARE FILE GUIDES OR LABELS	56	37
COORDINATE PUBLICATIONS MANUSCRIPT CONTENTS WITH INTERESTED PARTIES	17	0
PACKAGE PUBLICATIONS FOR SHIPMENT	17	0

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TABLE 41

AVERAGE JOB
CONUS - OVERSEAS COMPARISONS
(PERCENT TIME SPENT)

DUTY	70250A		70250B		70250C		702X1	
	CONUS	OVERSEAS	CONUS	OVERSEAS	CONUS	OVERSEAS	CONUS	OVERSEAS
F PREPARING OR PROCESSING ADMINISTRATIVE COMMUNICATIONS	29	37	23	24	16	18	29	34
E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	16	13	22	19	19	18	27	19
G PERFORMING PUBLICATIONS FUNCTIONS	13	13	13	13	10	12	4	5
K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	10	4	1	1	1	1	*	1
H PERFORMING FORMS FUNCTIONS	10	10	6	6	5	5	3	1
I PERFORMING AIR FORCE DOCUMENTATION FUNCTIONS	5	7	12	13	9	8	10	9
A ORGANIZING AND PLANNING	5	3	6	5	7	6	7	7
B DIRECTING AND IMPLEMENTING	3	3	4	4	4	4	5	5
C INSPECTING AND EVALUATING	2	2	3	2	3	2	3	4
J PERFORMING CLASSIFIED MATERIAL FUNCTIONS	2	4	3	6	1	1	3	7
D TRAINING	2	2	2	1	2	1	2	2
L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	1	*	2	2	23	21	1	-
R PERFORMING MICROGRAPHICS FUNCTIONS	1	*	*	*	*	*	-	-
O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICE (ARFCOS) MATERIALS	1	1	*	2	*	*	-	-
N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	*	1	1	1	1	1	6
Q OPERATING HOUSING AND BILLETING ACTIVITIES	*	*	*	*	*	*	*	-
M PERFORMING STENOGRAPHIC FUNCTIONS	*	*	*	*	*	*	5	2
P PERFORMING BASE LIBRARY FUNCTIONS	*	*	*	*	*	*	*	*

* LESS THAN ONE PERCENT

SPECIAL ANALYSIS: PHYSICAL EXERTION

In an attempt to aid in the establishing of physical requirements for jobs within the Administration career ladder, survey respondents were asked to indicate how often they lift, without assistance, a variety of containers or materials. Respondents were asked how often, on a six point ordinal scale: (1) not at all; (2) less than once a month; (3) about once a month; (4) about once every two weeks; (5) few times each week; (6) several times a day. They reported lifting of mailbags (maximum weight about 70 pounds), correspondence boxes, records staging area boxes of records, bulk forms or publications, or IBM card boxes.

Table 42 reflects the responses by shredout. The data indicate that the majority of respondents do not lift any of the items listed with a great degree of frequency. Personnel in the Administration Management (AFS 702X0A) shred indicated a slightly larger percentage were lifting mailbags, correspondence boxes, bulk forms, and publications than respondents from the other shredouts. A substantial number of respondents from the staff support (AFS 702X0B) and unit orderly room administration (AFS 702X0C) shredouts indicated lifting bulk forms or publications. However, when viewed from the perspective of the total career ladder, there was no instance of more than 30 percent of members of any shredout frequently (defined as a few times a week to several times a day) lifting containers.

To further assess the physical requirements of the jobs administration personnel perform, the responses were analyzed from the perspective of each of the 24 job groups identified in the job structure analysis. In an attempt to simplify the responses, the scale was reduced to three response positions: never; infrequently (less t an once a month to about once every two weeks); and, frequently (a few times a week to several times a day).

Table 43 presents a consolidation of the responses to the frequency with which job incumbents lift a variety of heavy containers. Of the 24 job groups identified, there were seven job groups where 50 percent or more of the incumbents indicated they lifted one or a number of the designated containers.

Over 60 percent of three groups, Administrative Supply Specialists, Publications Personnel, and Forms and Publications Distribution Personnel, reported lifting boxes of bulk forms or publications either frequently or infrequently (see Table 43). Also, 57 percent of the Base Document Managers job group reported lifting boxes of records either frequently or infrequently (see Table 43). Fifty-nine percent of the Postal Personnel reported lifting mailbags frequently and another seven percent reported lifting them infrequently. Mail Distribution Personnel reported lifting both mailbags and correspondence boxes. Sixty-six percent of the Mail Distribution Personnel reported lifting mailbags frequently while 53 percent reported lifting correspondence boxes frequently while 53 percent reported lifting correspondence boxes frequently. Also, 53 percent of the First-Line Administration Supervisors and NCOICs reported lifting bulk forms or publications. While incumbents in many of the remaining 18 job groups reported lifting the designated containers, only the previous seven job groups reported substantial lifting actions.

In summary, looking at 702X0 physical exertion, a majority of administration personnel are not involved in substantial lifting activities. Only 30 percent of the 702X0A incumbents reported lifting mailbags and other containers and fewer 702X0 B- and C-shred incumbents reported any lifting activities. Furthermore, only seven job groups identified in the career ladder structure indicated substantial lifting activities.

TABLE 42

PHYSICAL EXERTION - BY CAREER LADDER SHREDOUT

ADMINISTRATION MANAGEMENT (DAFSC 702X0A):	PERCENT RESPONDING				
	MAIL	CORRES.	RECORDS	BULK	CARD
DO NOT LIFT	58	56	78	49	69
LESS THAN ONCE A MONTH	2	5	5	2	4
ABOUT ONCE A MONTH	2	2	3	5	4
ABOUT ONCE EVERY TWO WEEKS	3	3	2	11	4
FEW TIMES EACH WEEK	9	13	2	12	8
SEVERAL TIMES A DAY	21	16	2	17	4
NO RESPONSE	5	5	8	4	7

STAFF SUPPORT ADMINISTRATION (DAFSC 702X0B):

	MAIL	CORRES.	RECORDS	BULK	CARD
DO NOT LIFT	83	69	86	59	81
LESS THAN ONCE A MONTH	2	5	5	4	3
ABOUT ONCE A MONTH	2	5	2	15	4
ABOUT ONCE EVERY TWO WEEKS	1	5	1	9	1
FEW TIMES EACH WEEK	4	8	1	6	3
SEVERAL TIMES A DAY	3	4	*	2	1
NO RESPONSE	5	4	5	5	7

UNIT ORDERLY ROOM ADMINISTRATION (DAFSC 702X0C):

	MAIL	CORRES.	RECORDS	BULK	CARD
DO NOT LIFT	83	74	88	57	88
LESS THAN ONCE A MONTH	2	5	2	4	2
ABOUT ONCE A MONTH	2	4	1	18	2
ABOUT ONCE EVERY TWO WEEKS	1	2	*	9	*
FEW TIMES EACH WEEK	5	6	*	5	*
SEVERAL TIMES A DAY	1	2	0	1	*
NO RESPONSE	6	7	7	6	7

* LESS THAN ONE PERCENT

TABLE 4:

CONTAINER MOVEMENT BY CAREER LADDER STRUCTURE JOB GROUPS

JOB GROUPS	MAILBAGS			CORRESPONDENCE BOXES			RECORD BOXES			BULK FORMS OR PUBLICATIONS			CARD BOXES		
	N	I	F	N	I	F	N	I	F	N	I	F	N	I	F
ORDERLY ROOM OPERATIONS PERSONNEL	80	4	3	76	11	6	89	7	1	58	33	9	89	3	1
DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT	85	4	4	73	13	9	8	6	1	57	31	7	81	11	3
FIRST-LINE ADMINSTRATION SUPERVISORS AND NCOICs	75	9	11	52	21	24	85	13	1	42	41	15	77	11	5
MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS	90	2	3	58	20	17	82	7	1	56	31	10	83	8	4
NCOICs, OPERATIONS AND PLANS ADMINISTRATION	77	6	9	72	11	11	9	7	0	76	14	7	85	5	2
DOCUMENTATION STORAGE CLERKS	73	18	9	64	9	27	97	27	0	55	36	9	91	9	0
ADMINISTRATIVE COMMUNICATIONS PERSONNEL	82	6	6	60	16	16	62	11	0	62	36	4	77	15	8
ADMINISTRATION MANAGERS	78	9	8	67	11	18	57	7	6	63	27	2	82	9	7
ADMINISTRATIVE SUPPLY SPECIALISTS	63	6	13	44	18	25	75	13	1	25	50	11	63	13	13
PUBLICATIONS PERSONNEL	72	7	14	60	10	27	6	6	1	29	41	28	65	18	10
PROTOCOL SPECIALISTS	93	3	2	86	3	9	6	2	0	84	9	7	98	0	0
BASE DOCUMENT MANAGERS	93	2	0	74	10	15	55	39	28	86	9	0	86	2	7
CLASSIFIED MATERIALS CLERKS	82	5	8	67	14	14	92	2	1	70	15	7	86	5	4
ADMINISTRATION SECTION SUPERVISORS	86	2	8	78	10	9	91	1	0	83	8	5	91	2	1
SPECIAL ORDERS CLERKS	78	11	8	84	2	11	89	8	0	70	22	5	92	5	0
CLERK TYPISTS	86	4	4	79	16	5	89	5	0	66	24	4	83	6	5
BASE SUGGESTION PROGRAM MONITORS	100	0	0	95	5	0	90	10	0	75	25	0	100	0	0
RECEPTIONISTS	87	2	4	85	6	4	88	4	2	82	8	5	87	5	7
FORMS AND PUBLICATIONS DISTRIBUTION PERSONNEL	71	7	11	65	9	18	85	2	3	31	13	25	58	13	25
MAIL DISTRIBUTION PERSONNEL	31	2	64	33	16	53	72	15	3	47	13	5	63	13	18
POSTAL PERSONNEL	33	7	59	64	11	21	86	7	3	86	7	2	69	9	18
COURIER ASSISTANTS	75	10	15	80	0	20	90	5	5	90	5	5	85	5	10
KEYPUNCH OPERATORS	83	10	6	83	3	6	83	3	7	87	7	4	83	7	3
WORD PROCESSING SPECIALISTS	92	8	0	92	8	0	92	8	0	100	0	0	100	0	0

N = NEVER
F = FREQUENTLY (A FEW TIMES A WEEK TO SEVERAL TIMES A DAY)
I = INFREQUENTLY (LESS THAN ONCE A MONTH TO ABOUT ONCE EVERY TWO WEEKS)

IMPLICATIONS

Historically, the Administration career ladder has always encompassed a broad area of responsibility. In this occupational survey, a highly diverse career ladder structure was again found, with 24 major job groups covering 49 areas of responsibility being reported. Jobs performed by career ladder respondents ranged from fairly routine jobs, such as clerk typist, receptionist, and keypunch operator, to more involved jobs relating to distribution functions at Base Information Transfer Centers (BITCs), postal functions at unit mail rooms and Postal Service Centers (PSCs), forms and publications functions at both unit level and at Publication Distribution Offices (PDOs), unit orderly room functions, and documentation functions at both unit level and at base records staging areas. In addition, Administration personnel were also found in more specialized jobs, such as courier assistant, protocol specialist, and base suggestion program monitor.

Although there are a diverse number of jobs within the ladder, some progress is apparent in delineation of job responsibilities within the career ladder. The creation of three shredouts in 1977 appears to have given better structure to the ladder in that jobs performed by A- and C-shredout personnel are better outlined and are not overly diverse in nature. It is primarily in the B-shredout where personnel perform the most diverse number of jobs of the three shredouts. In addition, these jobs tend to overlap somewhat with functions that are handled predominately by A- and C-shredout personnel. Thus, some classification action may be necessary to further refine the scope and responsibilities of the B-shredout. Several alternatives are discussed in the JOB STRUCTURE ANALYSIS section of this report.

Career ladder documents such as the AFR 39-1 Specialty Descriptions and the new tentative Specialty Training Standards (STS) currently being staffed were examined in light of the survey data and were found to be accurate reflections of jobs and tasks performed by personnel in each of the three shredouts. Only minor refinements were warranted.

Training documents for each of the shredout courses were also reviewed against the survey data. In general, the various resident courses cover the job functions being performed in each shredout. Thus, training of airmen for their first job appears to be relevant and cost effective.

In conclusion, this occupational survey has found the Administration career ladder to be highly diverse but better organized in job structure than it was prior to 1977. Career ladder documents appear to be accurate in describing the jobs performed within each shredout, and training appears to be realistic. The only problem concerns the continued diversity of the shredout. Possible management and/or classification actions may need to be taken to resolve some of this diversity. However, it may be realistic to wait a few more years before taking any type of action in order to let the three-shredout configuration further stabilize.

APPENDIX A

REPRESENTATIVE TASKS PERFORMED BY CLUSTERS AND JOB TYPE GROUPS

TABLE I

ORDERLY ROOM OPERATIONS CLUSTER
(GRP168)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	96
MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486)	87
MAINTAIN MEAL CARD CONTROL LOGS	85
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	84
ISSUE MEAL CARDS	84
PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS	82
MAINTAIN SUSPENSE FILES	79
GREET VISITORS	76
RECOVER MEAL CARDS	74
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	74
MAINTAIN LOCATOR CARD FILES	74
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	73
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	70
ANNOTATE PERSONNEL DATA ROSTERS	69
SEND SPONSORSHIP KITS OR LETTERS OF WELCOME	69
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	68
OPERATE OFFICE COPY MACHINES	67
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	61
TYPE BLANK FORMS	58
CONSOLIDATE PERSONNEL STATUS REPORT DATA	58
IDENTIFY NO-SHOWS AT COMMANDER'S CALL	57
ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES	55
PERFORM WEIGHT CHECKS OF PERSONNEL	54
SCHEDULE LEAVES OR PASSES	54

TABLE Ia

ORDERLY ROOM CLERKS
(GRP302)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	94
MAINTAIN MEAL CARD CONTROL LOGS	92
ISSUE MEAL CARDS	88
MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486)	85
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	79
PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS	72
MAINTAIN SUSPENSE FILES	70
RECOVER MEAL CARDS	70
GREET VISITORS	69
MAINTAIN LOCATOR CARD FILES	68
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	63
SEND SPONSORSHIP KITS OR LETTERS OF WELCOME	63
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	61
OPERATE OFFICE COPY MACHINES	61
ANNOTATE PERSONNEL DATA ROSTERS	56
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	54
IDENTIFY NO-SHOWS AT COMMANDER'S CALLS	52
PERFORM WEIGHT CHECKS OF PERSONNEL	50
TYPE BLANK FORMS	48
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	48
MAINTAIN RECORD OF DUTY FORMS (AF FORM 219)	47
CONSOLIDATE PERSONNEL STATUS REPORT DATA	46
SCHEDULE LEAVES OR PASSES	43
ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL	43
ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES	40

TABLE Ib

ORDERLY ROOM ADMINISTRATIVE CLERKS
(GRP294)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	97
MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486)	90
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	88
PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS	87
MAINTAIN MEAL CARD CONTROL LOGS	85
ISSUE MEAL CARDS	84
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	83
MAINTAIN SUSPENSE FILES	82
GREET VISITORS	79
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	79
RECOVER MEAL CARDS	78
MAINTAIN LOCATOR CARD FILES	77
ANNOTATE PERSONNEL DATA ROSTERS	76
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	75
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	74
SEND SPONSORSHIP KITS OR LETTERS OF WELCOME	74
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	73
OPERATE OFFICE COPY MACHINES	70
PREPARE FILE GUIDES OR LABELS	70
CONSOLIDATE PERSONNEL STATUS REPORT DATA	65
TYPE BLANK FORMS	64
FILE DOCUMENTATION	63
ASSEMBLE ADMINISTRATIVE DISCHARGE CASE FILES	61
DETERMINE WORK PRIORITIES	61
MAINTAIN OFFICE SUPPLY STOCK LEVELS	61

TABLE Ic

ORDERLY ROOM NCOICs
(GRP359)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
DETERMINE WORK PRIORITIES	100
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	93
SUPERVISE UNIT ORDERLY ROOM ADMINISTRATION SPECIALISTS (AFSC 70250C)	86
MAINTAIN TRAINING RECORDS, CHARTS, OR GRAPHS	86
COUNSEL TRAINEES ON TRAINING PROGRESS	86
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	86
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	79
MAINTAIN SUSPENSE FILES	79
GREET VISITORS	79
SUPERVISE APPRENTICE UNIT ORDERLY ROOM ADMINISTRATION SPECIALISTS (AFSC 70230C)	71
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	71
INITIATE PERSONNEL ACTION REQUESTS	71
PLAN WORK ASSIGNMENTS	71
SCHEDULE LEAVES OR PASSES	71
ASSIGN PERSONNEL TO DUTY POSITIONS	71
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	64
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	64
COORDINATE ADMINISTRATIVE DISCHARGES WITH CONSOLIDATED BASE PERSONNEL OFFICE (CBPO)	64
CONDUCT OJT	64
PREPARE APRs	64
PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS	64
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	64
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	64
REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	64

TABLE II

DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT CLUSTER
(GRP183)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	95
TYPE] : FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV RITERS	85
TYPE F)UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV RITERS	83
MAINT/ .N SUSPENSE FILES	81
PREPAF : REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	79
POST S :ANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	79
OPERA1 .: OFFICE COPY MACHINES	76
GREET 'ISITORS	76
PREPAF : FILE GUIDES OR LABELS	72
FILE I)CUMENTATION	68
SORT I)CUMENTATION FOR FILING	64
TYPE I .ANK FORMS	63
REVIEW PUBLICATIONS BULLETINS	59
EDIT I ANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELI ING OR GRAMMAR	58
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMAR	57
POST I JBLICATIONS BULLETINS	55
NOTIF' PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	55
REVIEV PUBLICATIONS REQUIREMENTS	54
DEVEL(? DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	52
DIREC'. MAINTENANCE OF ADMINISTRATIVE FILES	51
DESTR(? NONCURRENT DOCUMENTATION	49
PREPAI E CROSS-REFERENCE SHEET FORMS (DD FORM 334)	47
DETER! INE WORK PRIORITIES	46

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TABLE IIa

FUNCTIONAL UNIT ADMINISTRATIVE CLERKS
(GRP714)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	96
POST S 'ANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	96
TYPE] (FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV RITERS	85
TYPE F)UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV RITERS	82
REVIEV PUBLICATIONS BULLETINS	81
PREPAF REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	76
POST F JBLICATION BULLETINS	75
MAINTA N SUSPENSE FILES	74
FILE I OCUMENTATION	73
PREPAF FILE GUIDES OR LABELS	66
OPERA] OFFICE COPY MACHINES	66
REVIEV PUBLICATIONS REQUIREMENTS	65
SORT I JCUMENTATION FOR FILING	63
GREET /ISITORS	63
MAINT/ N OFFICE SUPPLY STOCK LEVELS	58
TYPE I LANK FOR 'S	54
ESTABI SH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CA LEVELS	50
DEVEL(? DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLANS FORMS (AF FORM 80)	48
PREPAF BLANK FORM REQUISITIONS	45
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	43
PREPAF CROSS-REFERENCE SHEET FORMS (DD FORM 334)	43
EDIT I NDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR S PELLING OR GRAMMAR	42
DESTR(NONCURRENT DOCUMENTATION	41
MAINT/ N LOCATOR CARD FILES	37

TABLE IIb

PUBLICATIONS CLERKS
(GRP1206)

TASKS	PERCENT MEMBERS PERFORMING
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	99
ANSWER TELEPHONES	97
REVIEW PUBLICATION BULLETINS	94
POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS	93
DISTRIBUTE PUBLICATIONS	93
MAINTAIN SUSPENSE FILES	90
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	89
OPERATE OFFICE COPY MACHINES	86
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	86
POST PUBLICATION BULLETINS	86
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	84
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAI LEVELS	81
GREET VISITORS	79
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	77
PREPARE BLANK FORMS REQUISITIONS	71
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	70
PROCESS BLANK FORM REQUISITIONS TO PDO	70
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	70
PROCESS PUBLICATIONS REQUISITIONS TO PDO	66
TYPE BLANK FORMS	64
FILE DOCUMENTATION	61
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	61
CONDUCT DAILY SECURITY CHECKS	60

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TABLE IIc

DOCUMENTATION AND PUBLICATIONS CLERKS
(GRP1135)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	95
TYPE 1 FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	95
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	93
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	93
PREPARE FILE GUIDES OR LABELS	91
MAINTAIN SUSPENSE FILES	90
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	88
FILE DOCUMENTATION	87
SORT DOCUMENTATION FOR FILING	86
GREET VISITORS	82
REVIEW PUBLICATIONS BULLETINS	81
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	79
MAINTAIN OFFICE SUPPLY STOCK LEVELS	78
OPERATE OFFICE COPY MACHINE	77
REVIEW PUBLICATIONS REQUIREMENTS	77
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	75
POST PUBLICATION BULLETINS	74
TYPE BLANK FORMS	72
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION FORMS (AF FORM 80)	72
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	71
DESTROY NONCURRENT DOCUMENTATION	71
PREPARE CROSS-REFERENCE SHEET FORMS (DD FORM 334)	68
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	64
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	56

TABLE IId

DOCUMENTATION ADMINISTRATIVE SPECIALISTS
(GRP556)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	98
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	95
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	93
GREET VISITORS	84
MAINTAIN SUSPENSE FILES	84
OPERATE OFFICE COPY MACHINES	82
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	80
SORT DOCUMENTATION FOR FILING	79
FILE DOCUMENTATION	77
PREPARE FILE GUIDES OR LABELS	76
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING	71
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	66
DETERMINE WORK PRIORITIES	64
TYPE BLANK FORMS	63
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	59
MAINTAIN OFFICE SUPPLY STOCK LEVELS	56
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	55
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	54
DESTROY NONCURRENT DOCUMENTATION	53
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	50
CONDUCT DAILY SECURITY CHECKS	47
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	44
CODE MATERIAL FOR DOCUMENTATION FILING	44
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	42
PACKAGE UNCLASSIFIED MATERIALS	39

TABLE IIe

ADMINISTRATIVE SUPPORT CLERKS
(GRP500)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	100
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	100
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	100
OPERATE OFFICE COPY MACHINES	91
GREET VISITORS	91
MAINTAIN SUSPENSE FILES	91
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	91
MAINTAIN OFFICE SUPPLY STOCK LEVELS	82
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	82
DESTROY NONCURRENT DOCUMENTATION	82
PICK UP MAIL FROM POST OFFICES	73
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	73
DETERMINE DUPLICATING METHODS	64
TYPE BLANK FORMS	64
MAINTAIN LOCATOR CARD FILES	64
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	64
FILE DOCUMENTATION	64
OPEN REGISTERED POUCHES	64
PACKAGE UNCLASSIFIED MATERIALS	64
PROCESS PUBLICATIONS REQUISITIONS TO PDO	55
CONDUCT DAILY SECURITY CHECKS	55
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	55
MAINTAIN ADMINISTRATIVE ORDER RECORD SETS	55
PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS	55
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	55

TABLE IIf

OFFICE CLERKS
(GRP449)

TASKS	PERCENT MEMBERS PERFORMING
TYPE 1; FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	100
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	100
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	100
PERFORM OPERATOR MAINTENANCE ON TYPEWRITERS	100
GREET VISITORS	93
ANSWER TELEPHONES	86
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	86
TYPE BLANK FORMS	86
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	86
OPERATE OFFICE COPY MACHINES	79
DETERMINE WORK PRIORITIES	79
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	71
DELIVER ADMINISTRATIVE COMMUNICATIONS	71
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	71
PREPARE APRs	64
DISTRIBUTE PUBLICATIONS	64
ESTABLISH PUBLICATION LIBRARIES	57
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	57
CONDUCT DAILY SECURITY CHECKS	57
PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES	57
REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	57
SORT DOCUMENTATION FOR FILING	57
REVIEW PUBLICATIONS BULLETINS	57
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	50
PERFORM OPERATOR MAINTENANCE ON AIR FORCE VEHICLES	50

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TABLE IIg

PUBLICATIONS LIBRARY SPECIALISTS
(GRP426)

TASKS	PERCENT MEMBERS PERFORMING
INSTALL PUBLICATION LIBRARIES	94
ANSWER TELEPHONES	94
CONTROL IN/OUT	94
DETERMINE REVISION SCHEDULES OF PUBLICATION INDEXES	88
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	76
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	76
DISTRIBUTE PUBLICATIONS	76
SCHEDULE LEAVES OR PASSES	76
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	76
MAINTAIN SUSPENSE FILES	76
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	76
MAINTAIN RECORD SETS OF PUBLICATIONS	71
DETERMINE REVISION SCHEDULES OF FORM INDEXES	71
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	71
TYPE LONG FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	65
TYPE BLANK FORMS	65
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	65
OPERATE OFFICE COPY MACHINES	65
PROCESS PUBLICATIONS REQUISITIONS TO PDO	65
DEVELOP WORK METHODS OR PROCEDURES	65
DETERMINE WORK PRIORITIES	65
DEVELOP ORGANIZATIONAL CHARTS	65
MAINTAIN OFFICE SUPPLY STOCK LEVELS	59
POST PUBLICATION BULLETINS	59
REVIEW PUBLICATIONS REQUIREMENTS	59

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TABLE IIh

ADMINISTRATIVE COMMUNICATIONS DISTRIBUTION CLERKS
(GRP250)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	87
OPERATE OFFICE COPY MACHINES	87
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	80
MAINTAIN SUSPENSE FILES	73
RECORD DATE TIME GROUP (DTG) ON MESSAGES	70
MAINTAIN OFFICE SUPPLY STOCK LEVELS	70
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	70
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	67
GREET VISITORS	63
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	63
SORT COMMUNICATIONS OTHER THAN IN BASE INFORMATION TRANSFER CENTER (BITC)	60
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	60
REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	53
TYPE BLANK FORMS	53
PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES	53
MAINTAIN TOLL OR COLLECT TELEPHONE LOG FORMS	53
DELIVER ADMINISTRATIVE COMMUNICATIONS	50
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	50
REVIEW ADMINISTRATIVE ORDERS PRIOR TO AUTHENTICATION	50
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	50
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	50
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	47
PREPARE FILE GUIDES OR LABELS	47
AUTHORIZE TOLL OR COLLECT TELEPHONES CALLS	47
CONDUCT DAILY SECURITY CHECKS	43

TABLE III

FIRST-LINE ADMINISTRATION SUPERVISORS AND NCOICs CLUSTER
(GRP568)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	97
MAINT/ N SUSPENSE FILES	92
TYPE] : FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV :ITERS	91
TYPE F UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV :ITERS	90
REVIEV OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAM? .R	90
PREPAF : REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	90
DETERF .NE WORK PRIORITIES	89
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	88
OPERA1 : OFFICE COPY MACHINES	88
GREET ISITORS	86
EDIT F NDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELI :NG OR GRAMMAR	85
POST S :ANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	83
FILE I)CUMENTATION	81
PREPAF : FILE GUIDES OR LABELS	80
PREPAF : APRs	80
NOTIF) PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	80
DEVEL(> DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	79
DESTR(: NONCURRENT DOCUMENTATION	78
COORDI JATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	77
REVIEV PUBLICATION BULLETINS	77
DEVEL(:> WORK METHODS OR PROCEDURES	77
MAINT/ :N OFFICE SUPPLY STOCK LEVELS	75
REVIEV PUBLICATIONS REQUIREMENTS	74
INITI/ :E PERSONNEL ACTION REQUESTS	73

TABLE IIIa

FUNCTIONAL UNIT ADMINISTRATION SECTION NCOICs
(GRP837)

TASKS	PERCENT MEMBERS PERFORMING
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	97
ANSWER TELEPHONES	97
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	95
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	94
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	94
MAINTAIN SUSPENSE FILES	93
REVIEW PUBLICATIONS BULLETINS	92
OPERATE OFFICE COPY MACHINES	90
REVIEW PUBLICATIONS REQUIREMENTS	89
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	88
POST PUBLICATION BULLETINS	86
PREPARE FILE GUIDES OR LABELS	84
FILE DOCUMENTATION	84
MAINTAIN OFFICE SUPPLY STOCK LEVELS	82
GREET VISITORS	81
DISTRIBUTE PUBLICATIONS	81
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	81
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	80
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	79
ESTABLISH PUBLICATION LIBRARIES	79
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	78
SORT DOCUMENTATION FOR FILING	77
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	77
DETERMINE WORK PRIORITIES	77

TABLE IIIb

UNIT ORDERLY ROOM NCOICs
(GRP1504)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
DETERMINE WORK PRIORITIES	96
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	96
SCHEDULE LEAVES OR PASSES	96
PREPARE APRs	94
MAINTAIN SUSPENSE FILES	93
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	93
PLAN WORK ASSIGNMENTS	92
GREET VISITORS	92
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	92
MAINTAIN UNIT LEAVE CONTROL LOG FORMS (AF FORM 1486)	90
PICK UP PERSONNEL DATA FROM CBPO, SUCH AS RECORDS OR ROSTERS	90
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	90
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	89
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	89
INITIATE PERSONNEL ACTION REQUESTS	87
DEVELOP WORK METHODS OR PROCEDURES	87
LOAN MAPS REFERENCE LIBRARY MATERIALS	87
MATCH PERSONNEL ACTION SOURCE DOCUMENTS WITH OTHER DOCUMENTS, SUCH AS APRs	86
SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	86
ANNOTATE PERSONNEL DATA ROSTERS	86
MAINTAIN MEAL CARD CONTROL LOGS	86
ANALYZE WORKLOAD REQUIREMENTS	85
COORDINATE ADMINISTRATIVE DISCHARGE OR ARTICLE 15 CORRESPONDENCE WITH STAFF JUDGE ADVOCATE	85
ISSUE MEAL CARDS	85

TABLE IIIc

ADMINISTRATIVE SUPERVISORS
(GRP1511)

TASKS	PERCENT MEMBERS PERFORMING
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	99
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	97
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	97
ANSWER TELEPHONES	96
OPERATE OFFICE COPY MACHINES	96
MAINTAIN SUSPENSE FILES	96
DETERMINE WORK PRIORITIES	95
GREET VISITORS	95
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	95
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	95
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	94
PREPARE APRs	94
CONDUCT DAILY SECURITY CHECKS	94
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	93
INITIATE PERSONNEL ACTION REQUESTS	93
PLAN WORK ASSIGNMENTS	92
ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	92
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	92
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	91
DEVELOP WORK METHODS OR PROCEDURES	91
SCHEDULE LEAVES OR PASSES	91
DESTROY NONCURRENT DOCUMENTATION	90
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	89
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	89
FILE DOCUMENTATION	89

TABLE IIId

EXECUTIVE SUPPORT ADMINISTRATIVE NCOICs
(GRP1185)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	95
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	95
DETERMINE WORK PRIORITIES	95
CONDUCT DAILY SECURITY CHECKS	95
MAINTAIN SUSPENSE FILES	95
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	91
DESTROY CLASSIFIED MATERIALS OR WASTE	89
FILE DOCUMENTATION	89
CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	88
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	88
GREET VISITORS	88
INITIATE PERSONNEL ACTION REQUESTS	88
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	86
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	86
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	86
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	85
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	85
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	85
OPERATE OFFICE COPY MACHINES	83
ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	83
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	82
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	80
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	80
DESTROY NONCURRENT DOCUMENTATION	80
MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	80

TABLE IIIe

NCOICs, TECHNICAL ADMINISTRATION
(GRP985)

TASKS	PERCENT MEMBERS PERFORMING
DETERMINE WORK PRIORITIES	99
ANSWER TELEPHONES	98
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	92
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	92
PREPARE APRs	92
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	92
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	91
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	90
MAINTAIN SUSPENSE FILES	89
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	89
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	86
OPERATE OFFICE COPY MACHINES	86
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	85
DEVELOP WORK METHODS OR PROCEDURES	84
GREET VISITORS	83
PLAN WORK ASSIGNMENTS	83
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	78
CONDUCT OJT	78
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	76
ANALYZE WORKLOAD REQUIREMENTS	75
FILE DOCUMENTATION	75
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	74
DESTROY NONCURRENT DOCUMENTATION	74
SCHEDULE LEAVES OR PASSES	74
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	74

TABLE IV

MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALISTS
(GRP632)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	99
DESTR(CLASSIFIED MATERIALS OR WASTE	93
CONDU(DAILY SECURITY CHECKS	91
TYPE 1 FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV ITERS	89
MAINT/ N SUSPENSE FILES	89
PREPAF FILE GUIDES OR LABELS	89
TYPE F)UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV ITERS	87
OPERA' OFFICE COPY MACHINES	86
POST 5 [ANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	86
PACKA(UNCLASSIFIED MATERIALS	85
CERTII' DESTRUCTION OF CLASSIFIED MATERIALS	81
MAINT/ IN OFFICE SUPPLY STOCK LEVELS	80
SORT I)CUMENTATION FOR FILING	79
MAINT/ IN RECEIPT FORMS ON CLASSIFIED MATERIALS	79
DESTR(NONCURRENT DOCUMENTATION	79
GREET /ISITORS	79
REVIEV OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAM* \R	77
CHANGE SAFE COMBINATIONS	76
ROUTE 3ECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	76
DEVEL(? DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	73
RECORI DATE TIME GROUP (DTG) ON MESSAGES	72

TABLE V

NCOICs OPERATIONS AND PLANS ADMINISTRATION
(GRP719)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	98
DESTROY CLASSIFIED MATERIALS OR WASTE	98
CONDUCT DAILY SECURITY CHECKS	96
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	94
DETERMINE WORK PRIORITIES	94
CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	92
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	87
CHANGE SAFE COMBINATIONS	87
MAINTAIN SUSPENSE FILES	81
OPERATE OFFICE COPY MACHINES	81
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	81
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	79
PLAN WORK ASSIGNMENTS	77
PREPARE APRs	77
DEVELOP WORK METHODS OR PROCEDURES	75
GREET VISITORS	74
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	72
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	72
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	72
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	70
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	70
PACKAGE CLASSIFIED MATERIALS	68
SCHEDULE LEAVES OR PASSES	66
ASSIGN PERSONNEL TO DUTY POSITIONS	66
PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	64

TABLE VI

DOCUMENTATION STORAGE CLERKS
(GRP572)

TASKS	PERCENT MEMBERS PERFORMING
SORT DOCUMENTATION FOR FILING	100
CODE MATERIALS FOR DOCUMENTATION FILING	100
MEASURE VOLUME OF DOCUMENTATION FILES	100
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	91
OPERATE OFFICE COPY MACHINES	91
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	91
PREPARE FILE GUIDES OR LABELS	91
DESTROY NONCURRENT DOCUMENTATION	91
DEVELOP DOCUMENTATION FILES MAINTENANCE AND DISPOSITION PLAN FORMS (AF FORM 80)	91
ANSWER TELEPHONES	82
FILE DOCUMENTATION	82
REVIEW FILES MAINTENANCE AND DISPOSITION PLANS	82
MAINTAIN SUSPENSE FILES	82
GREET VISITORS	82
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	73
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	73
PERFORM OFFICE FILE SYSTEM SURVEYS	73
DETERMINE DOCUMENTATION SERIES	73
DETERMINE WORK PRIORITIES	73
REVIEW PUBLICATIONS BULLETINS	73
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	73
DETERMINE DISPOSITION OF NONCURRENT DOCUMENTATION	73
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	73
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	73
CONSOLIDATE MAIL SHIPMENTS	64

TABLE VII

ADMINISTRATIVE COMMUNICATIONS CLUSTER
(GRP338)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	96
DETERMINE WORK PRIORITIES	95
MAINTAIN SUSPENSE FILES	88
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	84
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING	82
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	79
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	78
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	78
GREET VISITORS	77
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	74
DEVELOP WORK METHODS OR PROCEDURES	73
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	73
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	71
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	70
PREPARE APRs	70
OPERATE OFFICE COPY MACHINES	68
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	66
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	66
CONDUCT DAILY SECURITY CHECKS	63
PLAN WORK ASSIGNMENTS	62
MAINTAIN OFFICE SUPPLY STOCK LEVELS	59
SCHEDULE LEAVES OR PASSES	59
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	56
INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES	56
COMPOSE ADMINISTRATIVE ORDERS	53

TABLE VIIa

BASE LEVEL ADMINISTRATIVE COMMUNICATIONS NCOICs
(GRP464)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	98
DETERMINE WORK PRIORITIES	98
MAINTAIN SUSPENSE FILES	88
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	85
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	81
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	81
PREPARE APRs	81
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	81
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	79
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	77
PLAN WORK ASSIGNMENTS	77
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	75
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	73
GREET VISITORS	73
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	73
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	71
DEVELOP WORK METHODS OR PROCEDURES	69
OPERATE OFFICE COPY MACHINES	69
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	67
SCHEDULE LEAVES OR PASSES	67
MAINTAIN OFFICE SUPPLY STOCK LEVELS	65
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	63
SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B)	62
INITIATE PERSONNEL ACTION REQUESTS	62
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	60

TABLE VIIb

HEADQUARTERS ADMINISTRATIVE COMMUNICATIONS CLERKS
(GRP541)

TASKS	PERCENT MEMBERS PERFORMING
ANSWEF TELEPHONES	100
TYPE I . FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV :ITERS	92
TYPE F)UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEV :ITERS	92
GREET :ISITORS	92
PREPAF . REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	92
EDIT F NDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR S 'ELLING OR GRAMMAR	85
CONDU(' DAILY SECURITY CHECKS	85
DETERI NE WORK PRIORITIES	85
DEVEL(' WORK METHODS OR PROCEDURES	77
MAINT/ N SUSPENSE FILES	77
TYPE F .ANK FORMS	77
COMPOS . ADMINISTRATIVE ORDERS	77
INVEN1)RY EQUIPMENT, TOOLS, OR SUPPLIES	77
DETERI NE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	77
TYPE I I FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEV RITING EQUIPMENT	69
TYPE F)UGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEV RITING EQUIPMENT	69
COMPOS . DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	69
REVIEV OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GF MMAR	69
OPERAT : OFFICE COPY MACHINES	69
NOTIF1 PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	69
COORD: NATE ADMINISTRATIVE COMMUNICATIONS SUSPENSES WITH ACTION OFFICES	69
CHANGE SAFE COMBINATIONS	69
DIREC" MAINTENANCE OF ADMINISTRATIVE FILES	62
PERFOI 1 OPERATOR MAINTENANCE ON TYPEWRITERS	62
REDIRI CT MISSENT OFFICIAL MAIL	62

TABLE VIII

ADMINISTRATION MANAGERS CLUSTER
(GRP330)

TASKS	PERCENT MEMBERS PERFORMING
DETERMINE WORK PRIORITIES	94
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	94
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	92
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	92
ANSWER TELEPHONES	90
PREPARE APRs	90
DEVELOP WORK METHODS OR PROCEDURES	88
ASSIGN PERSONNEL TO DUTY POSITIONS	88
ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	86
SCHEDULE LEAVES OR PASSES	86
PLAN WORK ASSIGNMENTS	84
ANALYZE WORKLOAD REQUIREMENTS	82
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	80
INITIATE PERSONNEL ACTION REQUESTS	79
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	78
ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL	76
EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS	75
PREPARE JOB DESCRIPTIONS	74
EVALUATE INSPECTION REPORTS OR PROCEDURES	72
CONDUCT DAILY SECURITY CHECKS	72
EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES	71
DIRECT UTILIZATION OF EQUIPMENT	69
OPERATE OFFICE COPY MACHINES	68
IMPLEMENT SECURITY PROGRAMS	65
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	63

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TABLE VIIIa

CHIEFS, CENTRAL BASE ADMINISTRATION
(GRP398)

TASKS	PERCENT MEMBERS PERFORMING
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	96
DETERMINE WORK PRIORITIES	95
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	94
PREPARE APRs	92
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	92
ANSWER TELEPHONES	91
ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	89
SCHEDULE LEAVES OR PASSES	89
PLAN WORK ASSIGNMENTS	88
ASSIGN PERSONNEL TO DUTY POSITIONS	88
DEVELOP WORK METHODS OR PROCEDURES	87
ANALYZE WORKLOAD REQUIREMENTS	86
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	83
INITIATE PERSONNEL ACTION REQUESTS	82
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	81
PREPARE JOB DESCRIPTIONS	76
ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL	76
EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS	75
EVALUATE INSPECTION REPORTS OR PROCEDURES	74
CONDUCT DAILY SECURITY CHECKS	72
EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES	71
DIRECT UTILIZATION OF EQUIPMENT	71
OPERATE OFFICE COPY MACHINES	67
GREET VISITORS	66
EVALUATE INDIVIDUALS FOR PROMOTION, DEMOTION, OR RECLASSIFICATION	66

TABLE VIIIb

COMMAND LEVEL NCOICs
(GRP440)

TASKS	PERCENT MEMBERS PERFORMING
CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	100
DEVELOP WORK METHODS OR PROCEDURES	100
IMPLEMENT SECURITY PROGRAMS	100
DESTROY CLASSIFIED MATERIALS OR WASTE	91
DETERMINE WORK PRIORITIES	91
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	91
PLAN SECURITY PROGRAMS	91
ROUTE TOP SECRET MATERIALS WITHIN LOCAL ACTIVITIES	91
VERIFY RECEIPTS ON TOP SECRET MATERIALS	91
EVALUATE SECURITY PROGRAMS	91
CHANGE SAFE COMBINATIONS	91
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	91
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	82
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	82
PREPARE APRs	82
ANSWER TELEPHONES	82
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	82
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	73
EVALUATE COMPLIANCE WITH PERFORMANCE STANDARDS	73
CONDUCT DAILY SECURITY CHECKS	73
ASSIGN PERSONNEL TO DUTY POSTIONS	73
ASSIGN SPONSORS FOR NEWLY ASSIGNED PERSONNEL	73
OPERATE OFFICE COPY MACHINES	73
SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B)	64
INVENTORY AF FORMS 143	64

TABLE IX

ADMINISTRATIVE SUPPLY SPECIALISTS
(GRP291)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
OPERATE OFFICE COPY MACHINES	94
GREET VISITORS	94
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	94
MAINTAIN OFFICE SUPPLY STOCK LEVELS	88
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	88
INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES	88
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	88
CONDUCT DAILY SECURITY CHECKS	81
PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS	75
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	75
PERFORM OPERATOR MAINTENANCE ON OFFICE COPY MACHINES	69
EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES	69
DEVELOP WORK METHODS OR PROCEDURES	69
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	69
MAINTAIN SUSPENSE FILES	63
DETERMINE WORK PRIORITIES	63
DIRECT UTILIZATION OF EQUIPMENT	63
AUTHORIZE TOLL OR COLLECT TELEPHONE CALLS	63
REVIEW REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	63
EVALUATE INSPECTION REPORTS OR PROCEDURES	63
DIRECT DEVELOPMENT OR MAINTENANCE OF STATUS BOARDS, GRAPHS, OR CHARTS	63
CHANGE SAFE COMBINATIONS	56
PACKAGE UNCLASSIFIED MATERIALS	56
DRAFT BUDGET OR FINANCIAL REQUIREMENTS	56

TABLE X

PUBLICATIONS CLUSTER
(GRP154)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	96
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	90
REVIEW PUBLICATIONS BULLETINS	85
DISTRIBUTE PUBLICATIONS	80
POST PUBLICATION BULLETINS	79
REVIEW PUBLICATIONS REQUIREMENTS	78
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	73
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	71
POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS	68
OPERATE OFFICE COPY MACHINES	65
GREET VISITORS	64
MAINTAIN SUSPENSE FILES	64
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	63
MAINTAIN RECORD SETS OF PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	60
DISPOSE OF EXCESS STOCK OF BLANK FORMS	60
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	59
PROCESS PUBLICATIONS REQUISITIONS TO PDO	58
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	57
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	55
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	52
STOCK PUBLICATIONS	52
PREPARE PUBLICATIONS DISTRIBUTION RECORDS	51
PREPARE BLANK FORM REQUISITIONS	49

TABLE Xa

NCOIC, PUBLICATIONS DISTRIBUTION OFFICE (PDO)
(GRP696)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
REVIEW PUBLICATION BULLETINS	97
ISSUE NONACCOUNTABLE FORMS TO CARS	97
WAREHOUSE FORMS	94
PROCESS BLANK FORM REQUISITIONS TO PDC	94
MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575)	94
MAINTAIN PDO STOCK LEVELS OF STORAGE SAFEGUARD FORMS	94
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	94
DISPOSE OF EXCESS STOCK OF BLANK FORMS	94
PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL	91
MAINTAIN ACCOUNTABLE FORMS STOCK CONTROL RECORD FORMS (AF FORM 505)	91
POST PUBLICATION BULLETINS	91
DISTRIBUTE PUBLICATIONS	88
ISSUE ACCOUNTABLE FORMS	88
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	88
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS	84
OBTAIN DISPOSTION INSTRUCTIONS FOR EXCESS FORM STOCKS	84
GREET VISITORS	81
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	81
DETERMINE WORK PRIORITIES	78
PACKAGE PUBLICATIONS FOR SHIPMENT	78
PACKAGE BLANK FORMS FOR SHIPPING	78
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	78
OBTAIN DISPOSITION INSTRUCTION FOR EXCESS PUBLICATION STOCKS	78

TABLE Xb

PUBLICATIONS AND FORMS CLERKS
(GRP718)

TASKS	PERCENT MEMBERS PERFORMING
REVIEW PUBLICATIONS REQUIREMENTS	100
POST CAR OR SUBACCOUNT REPRESENTATIVE (SAR) PUBLICATIONS	98
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	93
PROCESS PUBLICATIONS REQUISITIONS TO PDO	93
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	93
POST PUBLICATION BULLETINS	93
ANSWER TELEPHONES	93
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	93
DISTRIBUTE PUBLICATIONS	90
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	90
REVIEW PUBLICATIONS BULLETINS	90
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	88
PROCESS BLANK FORM REQUISITIONS TO PDO	88
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	88
DISPOSE OF EXCESS STOCK OF BLANK FORMS	88
PREPARE PUBLICATIONS DISTRIBUTION RECORDS	83
MAINTAIN SUSPENSE FILES	83
PREPARE BLANK FORM REQUISITIONS	80
OPERATE OFFICE COPY MACHINES	76
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	76
GREET VISITORS	76
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	73
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	73
STOCK PUBLICATIONS	71

TABLE Xc

WING DISTRIBUTION AND PUBLICATIONS CLERKS
(GRP1030)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
GREET VISITORS	100
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	100
PROCESS PUBLICATIONS REQUISITIONS TO PDO	92
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	92
REVIEW PUBLICATIONS BULLETINS	92
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	92
OPERATE OFFICE COPY MACHINES	92
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	83
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	83
ESTABLISH PUBLICATION LIBRARIES	83
POST PUBLICATION BULLETINS	83
REDIRECT MISSENT OFFICIAL MAIL	83
REVIEW PUBLICATIONS REQUIREMENTS	83
MAINTAIN SUSPENSE FILES	75
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	75
TIME-STAMP INCOMING COMMUNICATIONS	67
CONSOLIDATE MAIL SHIPMENTS	67
PREPARE PERIODIC OFFICE COPY MACHINE USAGE REPORTS	67
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	67
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	67
COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	67
DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES	67
MAINTAIN RECORD SETS OF PUBLICATIONS	67

A-33

TABLE Xd

CUSTOMER ACCOUNT REPRESENTATIVES
(GRP520)

TASKS	PERCENT MEMBERS PERFORMING
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	100
ANSWER TELEPHONES	96
REVIEW PUBLICATIONS BULLETINS	94
POST PUBLICATION BULLETINS	89
DISTRIBUTE PUBLICATIONS	83
OPERATE OFFICE COPY MACHINES	74
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	72
REVIEW PUBLICATIONS REQUIREMENTS	70
POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS	66
PROCESS PUBLICATIONS REQUISITIONS TO PDO	66
PREPARE REQUEST FOR REPRODUCTION OR DUPLICATING SERVICES	62
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	57
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	57
DISTRIBUTE NONACCOUNTABLE FORMS TO SAR	53
MAINTAIN RECORD SETS OF PUBLICATIONS	53
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	49
PREPARE BLANK FORM REQUISITIONS	47
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	47
GREET VISITORS	47
DISPOSE OF EXCESS STOCK OF BLANK FORMS	47
MAINTAIN SUSPENSE FILES	47
PROCESS BLANK FORM REQUISITIONS TO PDO	43
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	40
MAINTAIN OFFICE SUPPLY STOCK LEVELS	36

TABLE Xe

PUBLICATIONS DISTRIBUTION SPECIALISTS
(GRP1459)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS	100
POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS	100
PACKAGE PUBLICATIONS FOR SHIPMENT	100
PREPARE PUBLICATIONS DISTRIBUTION RECORDS	100
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	100
STOCK PUBLICATIONS	91
REVIEW PUBLICATIONS BULLETINS	91
REVIEW PUBLICATIONS REQUIREMENTS	91
ESTABLISH STOCK LIST REQUIREMENTS	91
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	91
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	91
GREET VISITORS	82
DISTRIBUTE PUBLICATIONS	73
MAINTAIN RECORD SETS OF PUBLICATIONS	73
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	73
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	73
PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL	64
PREPARE STOCK LIST REQUISITIONS	64
OBTAIN DISPOSITION INSTRUCTION FOR EXCESS PUBLICATION STOCKS	64
MAINTAIN SUSPENSE FILES	55
ESTABLISH TECHNICAL ORDER REQUIREMENTS	55
COMPOSE ANNOUNCEMENTS FOR PUBLICATIONS BULLETINS	55
CONDUCT DAILY SECURITY CHECKS	55
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	55

TABLE Xf

PUBLICATIONS MANAGEMENT PERSONNEL
(GRP226)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	97
COORDINATE STANDARD PUBLICATION REVISIONS WITH OPRs	89
ADVISE OFFICES OF PRIMARY RESPONSIBILITY (OPRs) ON PROCEDURES FOR ESTABLISHING STANDARD PUBLICATIONS	89
EDIT PROPOSED STANDARD PUBLICATION DRAFTS	83
MAINTAIN RECORD SETS OF PUBLICATIONS	83
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	83
COMPOSE PUBLICATIONS MANUSCRIPTS OR CHANGES, SUCH AS REGULATIONS OR OFFICE INSTRUCTIONS	80
REVIEW PROPOSED STANDARD PUBLICATION DRAFTS	77
INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	77
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	74
ASSIGN PUBLICATIONS NUMBERS	74
COORDINATE PUBLICATIONS MANUSCRIPT CONTENTS WITH INTERESTED PARTIES	71
COORDINATE PUBLICATION MANUSCRIPTS WITH ORIGINATORS	71
DETERMINE PRINTING SPECIFICATIONS OR METHODS FOR REPRODUCTION OF PUBLICATIONS	71
MAINTAIN SUSPENSE FILES	71
PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	69
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	69
ADVISE UNITS OR OPRs ON MAINTENANCE OF PUBLICATION LIBRARIES	69
DETERMINE REVISION SCHEDULES OF PUBLICATION INDEXES	69
REVIEW PUBLICATIONS BULLETINS	66
OPERATE OFFICE COPY MACHINES	63
PREPARE REQUESTS FOR ISSUANCE OF PUBLICATION FORMS (AF FORM 673)	63
DETERMINE WORK PRIORITIES	60
DISTRIBUTE PUBLICATIONS	57
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	57

TABLE XI

PROTOCOL SPECIALISTS
(GRP104)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	98
GREET VISITORS	95
MAIL GUEST INVITATIONS	84
ACKNOWLEDGE APPRECIATION OF FUNCTIONS OR INVITATIONS	79
DEVELOP PROPOSED GUEST LISTS	77
MAKE BILLETING ARRANGEMENTS	77
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	74
MAKE TRAVEL ARRANGEMENTS	74
MAINTAIN GUEST LISTS	74
NOTIFY HOSTS OF ACCEPTANCE OR REGRETS	72
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	70
OPERATE OFFICE COPY MACHINES	70
DEVELOP DINNER SEATING AND TABLE CHARTS	65
INVITE GUESTS	65
SCHEDULE MEETINGS OR CONFERENCES	65
FINALIZE GUESTS LISTS	65
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	65
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	63
DETERMINE WORK PRIORITIES	63
WRITE PLACE CARDS	60
CONDUCT DAILY SECURITY CHECKS	60
ESTABLISH DINNER SEATING ARRANGEMENTS	58
DETERMINE UNUSUAL PREFERENCES OF GUESTS OF HONOR	58
WRITE GUEST INVITATIONS	56
MAINTAIN FUNCTION RECORDS OF ATTENDANCE	53

TABLE XII

BASE DOCUMENT MANAGERS
(GRP107)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	98
REVIEW FILES MAINTENANCE AND DISPOSITION PLANS	95
DESTROY NONCURRENT DOCUMENTATION	95
DETERMINE DISPOSITION OF NONCURRENT DOCUMENTATION	86
MEASURE VOLUME OF DOCUMENTATION FILES	86
FILE DOCUMENTATION	84
APPROVE FILES MAINTENANCE AND DISPOSITION PLANS	81
DETERMINE DOCUMENTATION SERIES	81
CHARGE OUT DOCUMENTS	81
PERFORM OFFICE FILE SYSTEM SURVEYS	79
DEVELOP DOCUMENTATION FILES MAINTENENACE AND DISPOSITION PLAN FORMS (AF FORM 80)	79
IDENTIFY SERIES OF RECORDS BEING RETIRED AT DOCUMENTATION STAGING AREAS	79
CODE MATERIALS FOR DOCUMENTATION FILING	77
PLACE RECORDS IN STAGING AREA STORAGE LOCATIONS	74
SORT DOCUMENTATION FOR FILING	74
ADVISE PERSONNEL ON PRIVACY ACT PROCEDURES	74
PREPARE FILE GUIDES OR LABELS	74
DETERMINE DISPOSITION OF FILING EQUIPMENT	70
PREPARE RECORDS TRANSMITTAL AND RECEIPT FORMS (SF FORM 135)	70
ADVISE REQUESTERS OF FREEDOM OF INFORMATION ACT (FOIA) DETERMINATIONS	67
HAND-CARRY FOIA REQUESTS FOR INFORMATION TO COORDINATING OFFICES OR OPRs	67
PREPARE ANNUAL REPORT OF DOCUMENTATION HOLDINGS AND DISPOSITION FORMS (AF FORM 166) RCS: 1-HAF-XGS-G1	67
PROVIDE DOCUMENTATION REFERENCE SERVICES	65
ASSIGN CONTROL NUMBERS TO MATERIALS RECEIVED AT STAGING AREAS	65
GREET VISITORS	65

TABLE XIII

CLASSIFIED MATERIALS CLERKS
(GRP080)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	96
CONDUCT DAILY SECURITY CHECKS	82
DESTROY CLASSIFIED MATERIALS OR WASTE	79
PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	71
OPERATE OFFICE COPY MACHINES	68
CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	67
PACKAGE CLASSIFIED MATERIALS	67
MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	63
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	61
MAINTAIN SUSPENSE FILES	58
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	58
PACKAGE UNCLASSIFIED MATERIALS	54
GREET VISITORS	54
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	51
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	51
MAINTAIN OFFICE SUPPLY STOCK LEVELS	49
CHANGE SAFE COMBINATIONS	49
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	47
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	47
PREPARE FILE GUIDES OR LABELS	42
ANNOTATE REPRODUCED COPIES OF CLASSIFIED DOCUMENTS TO REFLECT DISTRIBUTION	42
SORT DOCUMENTATION FOR FILING	41
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	41
FILE DOCUMENTATION	39
DESTROY NONCURRENT DOCUMENTATION	38

TABLE XIV

ADMINISTRATION SECTION SUPERVISORS
(GRP084)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	88
PREPARE APRs	80
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	80
DETERMINE WORK PRIORITIES	74
SCHEDULE LEAVES OR PASSES	68
PLAN WORK ASSIGNMENTS	67
INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	67
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	67
DEVELOP WORK METHODS OR PROCEDURES	58
ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	57
ANALYZE WORKLOAD REQUIREMENTS	50
ASSIGN PERSONNEL TO DUTY POSITIONS	50
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	49
GREET VISITORS	47
INITIATE PERSONNEL ACTION REQUESTS	47
MAINTAIN SUSPENSE FILES	46
CONDUCT DAILY SECURITY CHECKS	46
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	45
CONDUCT OJT	45
OPERATE OFFICE COPY MACHINES	45
SUPERVISE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70250B)	42
SUPERVISE APPRENTICE STAFF SUPPORT ADMINISTRATION SPECIALISTS (AFSC 70230B)	42
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	39
ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	38
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR GRAMMAR OR SPELLING	37

TABLE XV

SPECIAL ORDERS CLERKS
(GRP072)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
MAINTAIN ADMINISTRATIVE ORDER RECORD SETS	89
ANSWER ADMINISTRATIVE ORDER INQUIRIES	86
REVIEW ADMINISTRATIVE ORDERS PRIOR TO AUTHENTICATION	78
AUTHENTICATE ADMINISTRATIVE ORDERS	76
COMPOSE ADMINISTRATIVE ORDERS	73
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	68
GREET VISITORS	54
MAINTAIN SUSPENSE FILES	46
OPERATE OFFICE COPY MACHINES	43
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	38
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	38
CONDUCT DAILY SECURITY CHECKS	35
TYPE BLANK FORMS	35
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	35
DETERMINE WORK PRIORITIES	30

TABLE XVI

CLERK TYPISTS
(GRP108)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	97
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	66
OPERATE OFFICE COPY MACHINES	65
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	63
GREET VISITORS	60
TYPE BLANK FORMS	53
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	53
MAINTAIN SUSPENSE FILES	50
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	49
PREPARE FILE GUIDES OR LABELS	38
MAINTAIN OFFICE SUPPLY STOCK LEVELS	33
SORT DOCUMENTATION FOR FILING	31
FILE DOCUMENTATION	30

TABLE XVII

BASE SUGGESTION PROGRAM MONITORS
(GRP550)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
MAINTAIN SUSPENSE FILES	95
DETERMINE WORK PRIORITIES	90
IMPLEMENT SUGGESTION PROGRAMS	85
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	85
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	80
OPERATE OFFICE COPY MACHINES	75
EVALUATE SUGGESTIONS	75
DEVELOP WORK METHODS OR PROCEDURES	70
PREPARE FILE GUIDES OR LABELS	70
SCHEDULE MEETINGS OR CONFERENCES	65
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	60
GREET VISITORS	60
DIRECT MAINTENANCE OF ADMINISTRATIVE FILES	60
PLAN BRIEFINGS	55
PREPARE TRACER ACTIONS	45
MAINTAIN OFFICE SUPPLY STOCK LEVELS	45
COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	40
DESTROY NONCURRENT DOCUMENTATION	40
COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	35
DRAFT BUDGET OR FINANCIAL REQUIREMENTS	35
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	35
DIRECT DEVELOPMENT OR MAINTENANCE OF STATUS BOARDS, GRAPHS, OR CHARTS	30
ANALYZE WORKLOAD REQUIREMENTS	30
EVALUATE INSPECTION REPORTS OR PROCEDURES	30

TABLE XVIII

RECEPTIONISTS
(GRP067)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
GREET VISITORS	56
OPERATE OFFICE COPY MACHINES	46
MAINTAIN SUSPENSE FILES	31
NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	27
MAINTAIN LOCATOR CARD FILES	22

TABLE XIX

FORMS AND PUBLICATIONS DISTRIBUTION CLUSTER
(GRP028)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	93
DISTRIBUTE PUBLICATIONS	51
ISSUE NONACCOUNTABLE FORMS TO CARS	47
DISPOSE OF EXCESS STOCK OF BLANK FORMS	46
POST PUBLICATION BULLETINS	44
GREET VISITORS	43
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	43
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	42
MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575)	42
WAREHOUSE FORMS	40
PACKAGE BLANK FORMS FOR SHIPPING	40
PREPARE BLANK FORM REQUISITION	40
REVIEW PUBLICATION BULLETINS	39
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	33
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	33
REVIEW PUBLICATIONS REQUIREMENTS	31
PROCESS BLANK FORM REQUISITIONS TO PDC	31
CONDUCT DAILY SECURITY CHECKS	31
OBTAIN DISPOSITION INSTRUCTIONS FOR EXCESS FORM STOCKS	29
KEYPUNCH MACHINE DATA CARDS	28
OPERATE OFFICE COPY MACHINES	28
MAINTAIN FORMS STOCK CONTROL RECORD FORMS (AF FORM 5080)	25
MAINTAIN SUSPENSE FILES	25
ESTABLISH TECHNICAL ORDER REQUIREMENTS	24
STOCK PUBLICATIONS	24

TABLE XIXa

FORMS DISTRIBUTION CLERKS
(GRP135)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	97
MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS (AF FORM 575)	94
ISSUE NONACCOUNTABLE FORMS TO CARS	84
PACKAGE BLANK FORMS FOR SHIPPING	84
WAREHOUSE FORMS	81
DISPOSE OF EXCESS STOCK OF BLANK FORMS	81
POST PUBLICATION BULLETINS	78
MAINTAIN FORMS TRAVELING REQUISITIONS FORMS (AF FORM 1784)	69
REVIEW PUBLICATION BULLETINS	69
PREPARE BLANK FORM REQUISITIONS	69
PROCESS BLANK FORM REQUISITIONS TO PDC	69
OBTAIN DISPOSITION INSTRUCTIONS FOR EXCESS FORM STOCKS	66
MAINTAIN FORMS STOCK CONTROL RECORD FORMS (AF FORM 508)	53
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	53
ESTABLISH BLANK FORM STOCK LEVELS OTHER THAN THROUGH AUTOMATED SYSTEMS	50
MAINTAIN PDO STOCK LEVELS OF STORAGE SAFEGUARD FORMS	50
KEYPUNCH MACHINE DATA CARDS	50
GREET VISITORS	47
MAINTAIN ACCOUNTABLE FORMS STOCK CONTROL RECORDS FORMS (AF FORM 505)	47
DISTRIBUTE NONACCOUNTABLE FORMS TO SAR	38
ISSUE ACCOUNTABLE FORMS	38
CONDUCT DAILY SECURITY CHECKS	34
INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES	28
TYPE BLANK FORMS	28
PREPARE TRACER ACTIONS	28

TABLE XIXb

PUBLICATIONS DISTRIBUTION CLERKS
(GRP096)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	100
DISTRIBUTE PUBLICATIONS	93
REVIEW PUBLICATIONS REQUIREMENTS	86
STOCK PUBLICATIONS	79
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	71
PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL	64
MAINTAIN SUSPENSE FILES	57
PACKAGE PUBLICATIONS FOR SHIPMENT	50
GREET VISITORS	50
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	50
REVIEW PUBLICATIONS BULLETINS	43
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	43
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	43
DETERMINE WORK PRIORITIES	43
POST CAR OR SUBACCOUNT REPRESENTATIVES (SAR) PUBLICATIONS REQUIREMENTS	36
DETERMINE PRINTING SPECIFICATIONS OR METHODS FOR REPRODUCTION OF PUBLICATIONS	36
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	36
PREPARE PUBLICATIONS DISTRIBUTION RECORDS	36
ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS	36
CONSOLIDATE MAIL SHIPMENTS	36
PACKAGE UNCLASSIFIED MATERIALS	29
ESTABLISH STOCK LIST REQUIREMENTS	29
ISSUE NONACCOUNTABLE FORMS TO CARS	29
CONDUCT DAILY SECURITY CHECKS	29
TYPE BLANK FORMS	29

TABLE XIXc

TECHNICAL ORDERS CLERKS
(GRP128)

TASKS	PERCENT MEMBERS PERFORMING
ESTABLISH TECHNICAL ORDER REQUIREMENTS	92
POST SPECIALIZED PUBLICATIONS, SUCH AS TECHNICAL ORDERS	92
ANSWER TELEPHONES	85
PREPARE TECHNICAL ORDER REQUISITIONS	85
MAINTAIN NUMERICAL INDEX AND REQUIREMENTS TABLES, SUCH AS TECHNICAL ORDERS	77
MAINTAIN PUBLICATIONS DISTRIBUTION RECORDS	54
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	54
DISTRIBUTE PUBLICATIONS	46
GREET VISITORS	46
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	46
OPERATE OFFICE COPY MACHINES	46
CHANGE OUT DOCUMENTS	31
MAINTAIN RECORD SETS OF PUBLICATIONS	31
REVIEW PUBLICATIONS REQUIREMENTS	31
INVENTORY EQUIPMENT, TOOLS, OR SUPPLIES	31
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	31
DISPOSE OF EXCESS STOCK OF PUBLICATIONS	31
KEYPUNCH MACHINES DATA CARDS	23
STOCK PUBLICATIONS	23
REVIEW PUBLICATIONS BULLETINS	23
EXPLAIN USE OF PUBLICATION LIBRARIES TO PATRONS	23
PACKAGE PUBLICATIONS FOR SHIPMENT	23
CONDUCT ORIENTATION BRIEFINGS OF NEWLY APPOINTED CUSTOMER ACCOUNT REPRESENTATIVES (CARS) OR ALTERNATE CARS	23
EDIT HANDWRITTEN OR ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR SPELLING OR GRAMMAR	23
CONDUCT DAILY SECURITY CHECKS	23

TABLE XX

MAIL DISTRIBUTION CLUSTER
(GRP057)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	90
APPLY POSTAGE TO CONTAINERS	88
METER MAIL	84
CONSOLIDATE MAIL SHIPMENTS	84
SACK MAIL	83
CALCULATE POSTAGE OR MAILING RATES AND FEES	79
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	79
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	77
PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	77
PICK UP MAIL FROM POST OFFICES	76
REDIRECT MISSENT OFFICIAL MAIL	75
PACKAGE UNCLASSIFIED MATERIALS	73
SECURE METERING MAILING MACHINES	72
RECORD METERING MAILING MACHINE READINGS	71
DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES	71
DELIVER ADMINISTRATIVE COMMUNICATIONS	70
DELIVER MAIL TO POST OFFICES	70
COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	70
SORT COMMUNICATION WITHIN BITC	67
DRIVE MOBILE DISTRIBUTION VANS	66
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	63
CONDUCT DAILY SECURITY CHECKS	62
DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES	62
OPEN REGISTERED POUCHES	57
COMPLETE RECEIPTS FOR CERTIFIED MAIL LABEL (PS FORM 3800)	57

TABLE XXa

UNIT MAIL ROOM DISTRIBUTION CLERKS
(GRP405)

TASKS	PERCENT MEMBERS PERFORMING
PACKAGE UNCLASSIFIED MATERIALS	100
ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	93
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	93
DELIVER ADMINISTRATIVE COMMUNICATIONS	87
ANSWER TELEPHONES	87
PACKAGE CLASSIFIED MATERIALS	87
CONDUCT DAILY SECURITY CHECKS	87
OPERATE OFFICE COPY MACHINES	80
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	80
SORT COMMUNICATIONS OTHER THAN IN BASE INFORMATION TRANSFER CENTER (BITC)	73
DETERMINE ADMINISTRATIVE COMMUNICATION RECIPIENTS	73
SACK MAIL	73
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	73
OPEN REGISTERED POUCHES	73
DETERMINE DUPLICATING METHODS	73
GREET VISITORS	73
PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	67
CONSOLIDATE MAIL SHIPMENTS	67
COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	67
ANNOTATE REPRODUCED COPIES OF CLASSIFIED DOCUMENTS TO REFLECT DISTRIBUTION	67
VERIFY ACCOUNTABLE CONSOLIDATED MAIL	67
DETERMINE WORK PRIORITIES	60
REDIRECT MISSENT OFFICIAL MAIL	60
MAINTAIN OFFICE SUPPLY STOCK LEVELS	60
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	60

TABLE XXb

NCOICs BASE INFORMATION TRANSFER CENTER (BITC)
(GRP453)

TASKS	PERCENT MEMBERS PERFORMING
CONSOLIDATE MAIL SHIPMENTS	100
ANSWER TELEPHONES	97
METER MAIL	97
APPLY POSTAGE TO CONTAINERS	97
CONDUCT DAILY SECURITY CHECKS	94
SACK MAIL	94
CALCULATE POSTAGE OR MAILING RATES AND FEES	90
DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES	90
DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES	90
RECORD METERING MAILING MACHINE READINGS	90
REDIRECT MISSENT OFFICIAL MAIL	90
SORT COMMUNICATION WITHIN BITC	87
DETERMINE WORK PRIORITIES	87
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	87
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	87
DETERMINE ELIGIBILITY FOR ACCOUNTABLE MAIL SHIPMENTS	87
OPEN REGISTERED POUCHES	87
VERIFY CONTENTS IN ACCOUNTABLE CONTAINERS	84
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	84
SECURE METERING MAILING MACHINES	84
DELIVER MAIL TO POST OFFICES	84
DESTROY CLASSIFIED MATERIALS OR WASTE	84
PACKAGE UNCLASSIFIED MATERIALS	81
COUNSEL PERSONNEL ON PERSONAL OR MILITARY RELATED PROBLEMS	81
COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	81

TABLE XXc

BITC DISTRIBUTION CLERKS
(GRP268)

TASKS	PERCENT MEMBERS PERFORMING
APPLY POSTAGE TO CONTAINERS	98
METER MAIL	95
CALCULATE POSTAGE OR MAILING RATES AND FEES	93
PICK UP MAIL FROM POST OFFICES	92
ANSWER TELEPHONES	91
CONSOLIDATE MAIL SHIPMENTS	89
SACK MAIL	87
PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	82
SECURE METERING MAILING MACHINES	82
SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	80
SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	79
RECORD METERING MAILING MACHINE READINGS	79
SORT COMMUNICATION WITHIN BITC	78
DELIVER MAIL TO POST OFFICES	78
DRIVE MOBILE DISTRIBUTION VANS	77
COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	75
PACKAGE UNCLASSIFIED MATERIALS	74
DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES	72
REDIRECT MISSENT OFFICIAL MAIL	72
DELIVER ADMINISTRATIVE COMMUNICATIONS	69
TAG REGULAR CONSOLIDATED MAIL SHIPMENTS	66
COMPLETE RECEIPTS FOR CERTIFIED MAIL LABEL (PS FORM 3800)	64
ASSIGN ACCOUNTABLE CONTAINER NUMBERS	62
DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES	61
PERFORM OPERATOR CHECKS OF METERING MAILING MACHINES	60

TABLE XXI

POSTAL CLUSTER
(GRP284)

TASKS	PERCENT MEMBERS PERFORMING
NOTIFY PATRONS OF LOCK BOX COMBINATIONS	97
INDORSE MAIL FOR FORWARDING	92
RETURN UNDELIVERABLE FIRST CLASS MAIL TO SENDERS	92
MAINTAIN MAIL BOX NUMBER ASSIGNMENTS	90
CHANGE LOCK BOX COMBINATIONS	90
RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES	89
ANSWER TELEPHONES	88
SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL	88
SORT MAIL FOR DISTRIBUTION TO LOCK BOXES	86
DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES	86
LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES	85
LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE	85
SORT MAIL FOR GENERAL DELIVERY SERVICE	84
ADVISE PSC PATRONS ON SERVICES AVAILABLE	84
PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES	84
SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624)	84
REMOVE LOCK BOX LABELS	84
PERFORM LOCK BOX MAINTENANCE	82
DELIVER GENERAL DELIVERY MAIL TO PATRONS	81
SCREEN GENERAL DELIVERY MAIL	81
POST WARNINGS OR OTHER NOTICES IN PSC LOBBY	74
BACKSTAMP AND INITIAL MAIL GIVEN DIRECTORY SERVICES	73
MAINTAIN UNIT MAIL DIRECTORIES	73
SCREEN MAIL FOR UNIT TEMPORARY DUTY ASSIGNMENTS	70
ADVISE UNITS OR MAILING ADDRESSES	68

TABLE XXIa

UNIT MAIL CLERKS
(GRP315)

TASKS	PERCENT MEMBERS PERFORMING
PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES	100
MAINTAIN MAIL BOX NUMBER ASSIGNMENTS	100
NOTIFY PATRONS OF LOCK BOX COMBINATIONS	100
SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624)	100
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	92
LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES	92
CHANGE LOCK BOX COMBINATIONS	92
DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES	92
PREPARE FILE GUIDES OR LABELS	92
ANSWER TELEPHONES	83
INDORSE MAIL FOR FORWARDING	83
CONDUCT DAILY SECURITY CHECKS	83
MAINTAIN UNIT MAIL DIRECTORIES	83
ISSUE MEAL CARDS	83
LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE	83
SCREEN GENERAL DELIVERY MAIL	83
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	75
TYPE BLANK FORMS	75
SORT MAIL FOR DISTRIBUTION TO LOCK BOXES	75
MAINTAIN BASE LOCATOR FILES	75
DISTRIBUTE PUBLICATIONS	75
OPERATE OFFICE COPY MACHINES	75
RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES	75
SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL	75
MAINTAIN MEAL CARD CONTROL LOGS	75

TABLE XXIb

POSTAL SERVICE CENTER CLERKS
(GRP313)

TASKS	PERCENT MEMBERS PERFORMING
NOTIFY PATRONS OF LOCK BOX COMBINATIONS	97
RETURN UNDELIVERABLE FIRST CLASS MAIL TO SENDERS	95
INDORSE MAIL FOR FORWARDING	93
RETURN UNDELIVERABLE BULK RATE MAIL TO US POST OFFICES	92
CHANGE LOCK BOX COMBINATIONS	90
SORT MAIL FOR GENERAL DELIVERY SERVICE	90
ADVISE PSC PATRONS ON SERVICES AVAILABLE	90
SECURE UNASSIGNED BOXES TO PREVENT MISCASTING OF MAIL	90
SORT MAIL FOR DISTRIBUTION TO LOCK BOXES	89
MAINTAIN MAIL BOX NUMBER ASSIGNMENTS	89
ANSWER TELEPHONES	89
REMOVE LOCK BOX LABELS	87
LABEL BOXES WHOSE HOLDERS ARE ON TEMPORARY DUTY OR OTHER ABSENCE	85
DETERMINE ELIGIBILITY FOR LOCK BOX OR GENERAL DELIVERY SERVICES	85
LABEL CLERK'S SIDE OF MAIL BOXES WITH NUMBERS AND NAMES	84
DELIVER GENERAL DELIVERY MAIL TO PATRONS	84
PERFORM LOCK BOX MAINTENANCE	84
BACKSTAMP AND INITIAL MAIL GIVEN DIRECTORY SERVICE	80
PLACE PARCEL POST AND ACCOUNTABLE MAIL NOTICES IN LOCK BOXES	80
SCREEN BASE/UNIT LOCATOR AND POSTAL DIRECTORY FORMS (AF FORM 624)	80
SCREEN GENERAL DELIVERY MAIL	80
POST WARNINGS OR OTHER NOTICES IN PSC LOBBY	77
ADVISE UNITS OF MAILING ADDRESSES	74
REPORT POSTAL OFFENSES	72
MAINTAIN UNIT MAIL DIRECTORIES	70

TABLE XXII

COURIER ASSISTANTS
(GRP019)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	95
VERIFY COURIER MATERIALS AGAINST ARFCOS FORMS 1, 3, 4, AND 5	90
CONTAINERIZE COURIER MATERIALS	90
ASSIGN ARFCOS CONTROL NUMBERS TO COURIER MATERIALS	90
LOAD OR UNLOAD ARFCOS MATERIALS	85
PREPARE DISPATCH FORMS FOR COURIER MATERIALS (ARFCOS FORMS 1, 3, 4, AND 5	85
INVENTORY ARFCOS MATERIALS	85
DETERMINE ROUTING OF COURIER MATERIALS WITHOUT DEADLINE DELIVERY DATES	85
DETERMINE ELIGIBILITY OF MATERIALS FOR ARFCOS HANDLING	85
POUCH COURIER MATERIALS	80
RECORD WEIGHTS OF COURIER POUCHES	80
PLACE INCOMING COURIER MATERIALS IN STORAGE	80
ACT AS GUARD DURING MOVEMENTS OF COURIER MATERIALS	80
DRIVE VEHICLES TO TRANSPORT COURIER MATERIALS	80
VERIFY ADDRESSES, LOCKS, AND SEALS AGAINST COURIER CONTROL DOCUMENTS	75
PROCESS INCOMING COURIER MATERIALS FOR SHIPMENT TO OTHER LOCATIONS	75
DETERMINE ROUTING OF COURIER MATERIALS WITH DEADLINE DELIVERY DATES	75
WITNESS OPENING OR CLOSING OF COURIER POUCHES	70
CONDUCT DAILY SECURITY CHECKS	70
SEGREGATE INCOMING COURIER MATERIALS	65
WEIGH COURIER POUCHES	65
PALLETIZE COURIER MATERIALS	65
DETERMINE ACTION OFFICES FOR ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS	65
GREET VISITORS	60
WITNESS ENROUTE AIRCRAFT LOADING OR UNLOADING AS A COURIER	55

TABLE XXIII

KEYPUNCH OPERATORS
(GRP049)

TASKS	PERCENT MEMBERS PERFORMING
ANSWER TELEPHONES	87
KEYPUNCH MACHINE DATA CARDS	83
CODE MACHINE DATA CARDS	53
OPERATE OFFICE COPY MACHINES	47
DETERMINE WORK PRIORITIES	43
DEVELOP WORK METHODS OR PROCEDURES	37
CONSTRUCT COMPUTER UPDATES	30
PREPARE REQUESTS FOR REPRODUCTION OR DUPLICATING SERVICES	27
DETERMINE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	23
TYPE BLANK FORMS	20

TABLE XXIV

WORD PROCESSING SPECIALISTS
(GRP956)

TASKS	PERCENT MEMBERS PERFORMING
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT	100
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MAGNETIC POWERED TYPEWRITING EQUIPMENT	100
ANSWER TELEPHONES	92
TYPE IN FINAL FORM ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	50
TRANSCRIBE DICTATION FROM RECORDINGS, SUCH AS DICTAPHONE	50
TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS USING MANUAL OR ELECTRIC TYPEWRITERS	42
REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS, SUCH AS FOR FORMAT, CONTENT, OR GRAMMAR	33
TYPE BLANK FORMS	33
MAINTAIN OFFICE SUPPLY STOCK LEVELS	25
POST STANDARD PUBLICATIONS, SUCH AS REGULATIONS OR MANUALS	25
OPERATE OFFICE COPY MACHINES	25